



# Welcome to Rose Road Manor

We're delighted to welcome you to **Rose Road Manor**, an exclusive guest house located in the tranquil heritage corridor of **Houghton Estate, Johannesburg**.

Our goal is to provide you with a **peaceful, safe, and comfortable stay**. To help maintain a pleasant environment for everyone, please take a moment to review our **House Rules** below.

By confirming your booking, you agree to these terms.

Your on-site Manager is always available to assist with anything you may need during your stay.

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## Check-In & Check-Out

- **Check-in:** from 15:00
  - **Check-out:** by 10:00  
Early arrivals or late departures may be accommodated upon request and are subject to availability. Unauthorised late check out (R350.00 per hour)
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## Security Deposit

- A refundable cash deposit of R1,000 is required at check-in.
  - This covers any damages or missing items.
  - Deposits are refunded within **24 hours** after inspection, provided everything is in order.
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## Occupancy

- Maximum **10 overnight guests** unless approved in writing.
  - Unregistered guests or exceeding the limit may result in extra charges (R1000 per guest/per night) or cancellation of the booking.
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## **Swimming Pool**

- Enjoy the pool responsibly — **use is at your own risk.**
  - Children must be always supervised.
  - A **safety pool net** is available on request.
  - No lifeguard is on duty.
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## **Parking**

- Up to **3 vehicles** may park inside the property (at your own risk).
  - **2 vehicle** may park outside, in line with Rose Road regulations.
  - Please avoid blocking the driveway or neighbouring properties.
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## **Noise, Parties, Smoking & Substances**

- **Quiet hours:** 20:00 – 08:00  
Rose Road Manor is a tranquil, residential property — please always be mindful of noise.

### **Not allowed:**

- Parties, gatherings, or events
- Loud music, shouting, or disruptive behaviour
- Smoking indoors (use designated outdoor areas only)
- Cannabis, hookah/hubbly, or any illegal substances

Thank you for helping us maintain a peaceful environment for everyone. Unfortunately, above rules are non-negotiable and may result on a fine (R3000.00) or eviction.

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## **Visitors**

- Visitors are welcome **with prior approval** from management.
- A maximum of **5 visitors** may be approved until 22:00.
- All visitors must leave by **22:00 sharp.**

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## **Street Conduct**

For your safety and our neighbours' comfort, please avoid loitering, smoking, or socialising outside the gate or on the street.

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## **Check-Out Condition**

Please leave the property in a similar condition to how you found it. Our standard cleaning covers general reset and linen service, but additional cleaning may incur a fee for excessive mess or damage.

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## **Utilities & Equipment**

- Please **conserve water and electricity** where possible.
  - Do not tamper with backup systems, electrical panels, or gas & solar equipment.
  - Please notify management of any appliance issues immediately to avoid any charges at the end of your stay.
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## **Filming & Events**

Rose Road Manor is a private residence, not a commercial venue. Any photography, filming, influencer shoots, or meetings require **written approval** in advance. No disclosure will lead to eviction or fine (R5000.00).

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## **Fire Safety**

- No open flames, candles, or indoor braais.
  - A **fire extinguisher** is available in the kitchen — please take note of its location.
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## **Security & Monitoring**

For your safety, external **CCTV cameras** monitor the entrances and perimeter.

No cameras are placed in private spaces.

In the event of an incident, management may review recordings strictly for security or insurance purposes, in line with **POPIA and booking platform standards**.

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## **Rule Breaches**

Rose Road Manor reserves the right to end a stay early in the event of serious rule violations, disturbances, or safety risks.

We always strive to handle issues fairly and with respect, but serious misconduct may result in immediate eviction without refund.

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## **Liability**

Guests stay at their own risk.

Rose Road Manor is not responsible for injury, theft, or loss. By staying, you indemnify the property and its staff against any claims arising from your stay.

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## **Contact & Support**

Your on-site Manager is happy to help!

 **WhatsApp or call:** +27 82 967 4037 (Marcio)

For non-urgent matters (visitor approval, early check-in), please message at least **12 hours in advance**.

During loadshedding or water interruptions, kindly follow the Manager's instructions.

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Thank you for respecting our home and community.

Your cooperation helps ensure a calm, secure, and enjoyable experience for all.

**Warm regards,**

 *Rose Road Manor Management*