

1. Pets

- a) No pets allowed in chalets
- b) Campsites - by prior arrangement only
- c) Clean up after your pet please
- d) Keep your pet on a leash always
- e) Max two animals

2. Jet Ski's

- a) Not allowed

3. Boating

- a) A permit will be issued once all legal documents were checked and found to be in order
- b) Requirements available at reception and on website
- c) All trailers to be parked in designated area, NOT at the slip-launching area, a fine of R500 will be incurred.

4. Campsites

- a) Equipped with braai, electrical point and water
- b) Campers to provide their OWN BRAAI EQUIPMENT (grid, stand)
- c) Camping allowed in designated areas only. No camping next to chalets.
- d) Max of 6 persons and 2 vehicles per campsite

5. Vehicles

- a) No parking on open camping spots
- b) Speed limit 15km/h. Pedestrians have right of way
- c) Only drivers with valid driver's licenses allowed
- d) No quad bikes allowed.

6. Animals

- a) Do not feed the cats
- b) Fishing - Catch and release only

7. Children

- a) Under the age of 6 not to use General Ablution facilities unattended.
- b) No life savers available, adult supervision required

8. Loud music and parties

- a) Loud music strictly forbidden
- b) Exceptions for FUNCTIONS, TEAMBUILDINGS, WEDDINGS etc. by prior Management approval only

- c) Should the client or any of the guests (or co-occupants) cause any disturbance, loud music or parties resulting in resort personnel having to attend to such disturbance they shall receive a first verbal warning. Should such behavior continue, such clients, guests and/or their co-occupants shall be asked to leave the premises immediately. **NO REFUNDS**

9. Chalets

- a) The number of beds in the chalet determines the number of guests to occupy the unit. This includes children. No exceptions made.
- b) Smoking is strictly forbidden in all units.
- c) Do not remove any items from the chalets, this includes bedding, towels, cutlery, crockery and furniture. Please provide your own beach (swimming) towels.
- d) Please familiarize yourself with the inventory list upon arrival. If you fail to do so, you will be held accountable for any shortages/faults.
- e) Please report any breakages before departure.
- f) Please switch off all lights and air-conditioners when rooms are un-attended.
- g) Upon departure, the chalet will be left in a clean and orderly manner. All dishes and cutlery to be washed, dried and stacked as found upon arrival. Beds not made but lined folded and placed in such a manner as to facilitate the inspection.

10. Swimming

- a) Suitable swimwear to be used. No swimming in underwear/naked.
- b) The use of glassware in and around the swimming pool is prohibited.
- c) Please do not litter, USE THE BINS PROVIDED
- d) NO unattended children

11. General

- a) It is strictly prohibited to disturb the Fauna and Flora
- b) Should any Resort Property be damaged, missing, soiled or vandalized the cost of repair plus 15% will be charged to your account. Please report all breakages.
- c) Please ensure that all valuables are locked away when your chalet/campsite/vehicle is left unattended.
- d) Do not litter, kindly make use of waste bins provided
- e) The right of admission is reserved.
- f) No Fireworks allowed
- g) Fires to be made in designated braai areas only
- h) Any decision made by management shall be deemed as final

12. Booking Periods

- a) The **minimum booking** period for December Peak Seasons:
10 nights for Camping
7 nights for Other
- b) **NO arrivals or departures** on 24-25 December and 30-31 December.
- c) Normal Weekends – Minimum 2-night stay
- d) Long Weekends – Minimum 4-night stay

Weekdays are from Monday to Thursday, Weekends include Friday, Saturday and Sunday.

13. In the event of

- a) **Non-arrival** – You will forfeit any payments made
- b) **Late-arrival** – No refunds for days not spend at the resort
- c) **Early departure**- No refunds for days not spend at the resort
- d) **Eviction** – No refunds

14. Cancellation Policy

- a) **30 days or more prior to arrival** - Forfeit **25%** of total payment
- b) **15 to 29 days prior to arrival** - Forfeit **50%** of total payment
- c) **0 to 14 days prior to arrival** - Forfeit **100%** of total payment
- d) **Should a refund be approved, an admin fee of R150 will be charged**

No refunds will be granted for long weekend (Easter) or December Peak season cancellations

15. Policy for December/January reservations

- a) If you have a reservation at the resort you are entitled to rebook your site for the next year provided you comply with the following criteria;
- b) You make a rebooking during your stay before departure
- c) You pay a non-refundable deposit at the time of the rebooking (not negotiable).
- d) For other bookings a 25% deposit should be paid via EFT within 24 hours after making the reservation.
- e) You book the site/unit for the required minimum stay.
- f) A second non-refundable payment should be made by 31 March.
- g) All bookings with unpaid deposits will be cancelled by 01st April. No questions asked.
- h) Full balance to be paid by 31st October.
- i) All bookings with unsettled balances will be cancelled on the 01st of November. No monies paid will be refunded.
- j) No refunds will be granted on any cancellations for December/January reservations.

The cancellation policy and penalties relating in this section of re-booking and booking of December/January reservation take precedent over any other cancellation policy stated on this form or elsewhere in the Resort rules.

16. Booking policy

- a) A 50% deposit within 48 hours will secure your reservation.
- b) If no proof of payment is received within the required time, the system will automatically remove the reservation.
- c) All bookings are subject to availability and Management reserves the right to allocate/move sites as to best occupy the resort.
- d) In the event of a reservation being made 3 days prior the arrival date, the full payment is required on the same day the reservation is made.

17. Banking details

Account Holder: Oribel Trust 32 Pty Ltd t/a Rondeberg Oord/Resort
Bank Name: ABSA
Account Number: 4073082845
Branch Code: 632005

- a) Pay the required amount into the banking details as listed above.
- b) Use the **Invoice number** received as your reference.
- c) Please send the proof of payment to info@rondebergresort.co.za
- d) Please phone 021 100 3689 to confirm our receipt of your payment.
- e) If all three steps are followed, no misunderstanding will occur.

We thank you for your co-operation in making your stay as memorable as possible.

Emergency Numbers

Police:	+27 482 8181	
Hospital:	+27 482 2166	
Clinic:	+27 482 1692	
Dr Strauss:	+27 482 1629	Medical Doctor
Dr Uys:	+27 482 2111	Medical Doctor
Pharmacy:	+27 482 1226	
Fire Department:	+27 482 1775	
Ambulance:	+27 482 2576	
Cederberg Medical Rescuers:	10177	
Veterinarian - Dr Degenaar:	+27 82 890 1181	(Every Tuesday after 14:00)

Please familiarize yourself with the emergency assembly point

Arrival: 14:00
Departures: 11:00
Latest arrival: 20:00 – Gate Close



Convenience Shop Available:

We stock:

Wood, Ice, Cold drinks, Firelighters, Coffee, Tea, Milk, Sugar and other necessities.

Remember to pack:

Sunscreen, insect repellent and swimming towels.

Important: Private Property

Anyone entering these premises does entirely at his /her own risk. The owners of the premises will not be liable for any injury to, or the death of any person, or the damage to, or destruction or loss of any property including vehicles, whether caused by the ordinary or because of gross negligence of the owner, its clients, contractors or any other person resulting from other causes whatsoever.

By making your payment, you acknowledge that you have read and understood the Visiting Rules of Rondeberg Resort, that you will abide by such, and be responsible for conveying such to those in your company.

We thank you for your co-operation in making your stay as memorable as possible.

Management

