

Rondeberg Resort, Clanwilliam

“an unforgettable experience”



Resort Bookings, Payments and Conduct Rules

Dear Guest,

DEPOSITS AND PAYMENTS

1. A 50% deposit via EFT or Credit card payment will secure your reservation.
2. When paying via EFT (cash transfers) use your invoice/booking number as the reference. The deposit slip bearing the invoice/booking number, must be emailed to the resort within 24 hours of making the actual reservation. We do not accept any responsibility for reservations cancelled if proof of payment is not received within the set time.
3. You will receive your confirmation once your payment reflects on our systems.
4. If we do not receive your payment within the specified time, your reservation will be cancelled without any further notice from Rondeberg Resort.
5. All bookings are subject to availability and Rondeberg Resort reserves the right to allocates sites as to best occupy the Resort.
6. All cancellations and/or changes to reservations are subject to R150 service fee.
7. Cancellations made within 7 days of actual reservation will not be refunded.
8. The total amount of your reservation is due prior to arrival. No pay, No stay.
9. In the event of the reservation being made 4 days before the arrival date, the total amount is due and payable on the day of the reservation.

CANCELLATION POLICY

1. 30 days + prior to arrival - Forfeit 25 % of deposit
2. 15-29 days prior to arrival - Forfeit 50%
3. 0-14 days prior to arrival - Forfeit 100%

CALENDAR

1. In the event of the authorities changing the holiday calendar the onus rest upon the guest to contact reservations for any changes to his/her reservation.

DECEMBER RESERVATIONS

1. December bookings work on a “first come first serve” basis and no stands or units will be pre-booked or “kept” for repeat guests.
2. A payment schedule will be issued once bookings has been made and confirmed, should these payment terms and conditions not be met, the booking will be cancelled without notification. No refunds on deposit already made.
3. No discounts will be offered during peak season
4. Tariffs subject to change without notice.
5. Minimum stays of 14 days will be considered.

IN THE EVENT OF YOUR:

1. Non-arrival: You will forfeit your deposit and other payments already made
2. Late arrival: NO refunds for days not spend at the resort
3. Early departure: NO refund for days not spend at the resort

CHANGING YOUR RESERVATION

1. Changing your reservation 30 days or less prior your arrival date will result in an additional R150-00 admin fee.
2. If you want to move the reservation to the following year, a fee of R150 will be charged on the reservation and the new year’s price list will apply to the reservation.
3. The nights booked needs to stay the same or extend the original reservations nights (not less).

MINIMUM STAYS

1. December holiday - 14 nights
2. Weekends - 2 nights
3. Long Weekends - 3 nights

Weekdays are from Monday to Thursday, Weekends include Fridays, Saturdays and Sundays

RULES FOR RE-BOOKING OF CURRENT SITE FOR THE FOLLOWING YEAR (DECEMBER AND JANUARY ONLY)

1. If you have a reservation at Rondeberg Resort during December/January you are entitled to rebook that site for the following year provided you comply with the following criteria:
 - a) You make the rebooking during your stay (before your departure at reception)
 - b) You pay a non-refundable deposit of R800 at the time of the rebooking
 - c) You book the site/unit for the required minimum stay



- d) Once booked, the period of stay may not be shortened, however minor date shifting, subject to availability and the duration remaining the same, may be permitted.
- e) Pay the 2nd deposit (nonrefundable deposit + 2nd deposit to equal 25% of total) before the 31st of March.
- f) All bookings with unpaid deposits will be cancelled on the 01st of April.
- g) Pay the full balance outstanding before 31st October.
- h) All bookings with unpaid balances will be cancelled on the 01st of November.
- i) Please note that the cancellation policy and penalties relating in this section regarding December/January rebooking, take precedent over any other cancellation policy (stated on this form or elsewhere in the Resort rules) does not apply to December/January rebooking.

GENERAL

- 1. Deposits are not refundable and you pay the deposits with this knowledge
- 2. You will not be entitled to rebook if you or any member of your family or your guests has been guilty of unsociable behavior or has infringed the Resort rules in any way.
- 3. The onus is on you to ensure that a copy of the proof of payment is provided to the Resort office as soon as payment has been made.
- 4. No refund will be considered for the shortening on any stay for less than the minimum booking period.
- 5. The onus is on you to make all payments on due date. If not, the booking will be cancelled, the deposit forfeited and other cancellation fees may apply.

Please familiarize yourself with our rules and regulations. By paying your deposit you agree that you have read and understood all rules and regulations and that you will abide by such. You also agree that you will be held responsible to convey such rules and standards to all persons accompanying you and will be held accountable for their actions.

- Boating rules available on request.

Thank you

We are looking forward to your stay at Rondeberg Resort

Kindest regards

Resort Management



CONDUCT RULES OF RONDEBERG RESORT

1. The speed limit is 15km/h. Please be aware of speed humps in the resort.
2. Parking of vehicles. All vehicles are to park in the designated areas. All boat trailers are to be parked in the area provided, please do not leave your vehicle or trailer at the launching area.
3. Please do not feed the cats. Feeding will result in them no longer scavenging for their food as they rely on guest to feed them.
4. No pets are allowed in the chalets. Camp sites only and only per prior arrangement.
5. It is strictly prohibited to disturb the Fauna and Flora.
6. No quad bikes or motorised scooters are allowed in the resort.
7. Your children must be supervised in the children's playground and the pool areas as no lifesavers are on the resort.
8. Please do not litter. Kindly make use of the waste bins provided.
9. The pitching of tents, camping or caravanning is allowed on allocated campsites only. No camping of any kind is allowed on grassed areas next to the Chalets.
10. Loud music at Chalets or camping areas is strictly forbidden. Loud dance music is permitted only in the Hall during official party evenings arranged by Management.
11. The number of beds in the chalet determines the amount of permitted guests to occupy the unit. This includes children. No exception made.
12. Arrival time: 14:00 Checkout time is strictly 11:00.
An amount of R200-00 per hour is levied for every hour the chalet/site is occupied after the set departure time of 11:00
13. Smoking is strictly forbidden in all chalets.
14. Should any Resort property be damaged, missing, soiled or vandalised then the replacement cost will be charged to your account.
15. Please do not remove any items from the Chalets; this includes bedding, towels, cutlery, crockery and furniture.
16. Only guests with valid driver's licences are permitted to drive vehicles on the Resort.
17. Please ensure that your valuables are locked away when your Chalet/Campsite/Tent is unattended.
18. Any decision made by Management shall be deemed as final.

19. The use of alcohol/beer/glassware in and around the swimming pools and spa baths is prohibited.
20. Only suitable swimwear may be used in the swimming pools (no swimming in clothes, underwear or naked).
21. Absolute silence must be adhered to as from 23:00. Please respect your fellow campers and guests.
22. Should the client or any of the guests or the guest's co-occupants cause any disturbance or loud music resulting in resort personnel having to attend to any such disturbance they shall receive a first verbal warning. Should such behaviour continue, no second warning shall be granted. Such guest and/or they co-occupants shall be asked to leave the premises of Rondeberg Resort.
23. The right of admission is reserved.
24. Ensure that you familiarise yourself immediately with the inventory list and report any shortages/faults to the office. If you fail to do the latter, you will be held accountable for any shortages or faults
25. Children under the age of six years may not use the facilities (ablution included) without supervision
26. No fireworks of any nature may be used at the site
27. Should you depart before the arranged date, no discount or repayment will be awarded
28. No fires may be made at places other than the braai facilities that have been provided for.
29. The accommodation must be left in a neat condition when you depart.
30. Please use water and electricity sparingly. Switch off all lights and air-conditioners when units/caravans are unattended. The washing of boats and vehicles with a hose pipe is strictly forbidden in peak season
31. Upon departure the client will leave the chalet in the same condition as found upon arrival. All dishes and cutlery to be washed, dried and stacked as found upon arrival. Beds not made, but linen folded and placed in such a manner as to facilitate the inspection
32. **Any violation of the above-mentioned rules gives the management the right to evict the visitors and his company from this holiday resort, without refund of any money already paid.**
33. Any decision made by Management shall be deemed as final.

