

# Nylstroom Lodge



embrace nature live life

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## Terms and Conditions

We would like to inform you of the following conditions.

1. The person who receives these conditions agrees to inform all the members of his group of the conditions and accepts the responsibility to ensure that all the members conform to the stipulations thereof.
2. Right of admission is reserved. Any person, who misbehaves himself to the judgment of the management or any of its staff members, has to leave the premises on request. Admission fees will not be refunded.
3. The use of fireworks is STRICTLY PROHIBITED.
4. The responsibility of proper supervision over babies, toddlers and children rest on the person whose care they enter the resort.
5. All the facilities on the resort are used at own risk, especially the swimming pools and the super tube. Nylstroom Lodge does not accept responsibility for any injuries or damage which may be a result of utilising the facilities or any other injuries or damage visitors may suffer at the resort.
6. Visitors take part in any group activities organised by the resort at own risk.
7. Visitors bring their belongings at own risk. The resort is not liable for the theft or loss thereof.
8. Visitors are requested to honour the tranquillity of the environment at all times and not to play music or musical instruments too loud. After 22H00 there must be absolute silence in the resort.
9. No eating or drinking is allowed in the swimming pools. No alcoholic beverages may be taken into the area around the swimming pools.
10. Visitors are responsible for all equipment in the units reserved for them and have to pay for any breakage during their visit.
11. Occupation time for the Chalets and camp sites: Monday to Friday – from 12H00 – 17H00. Saturday to Sunday 08H00 – 10H00 and departure time 13H00. (If chalets are not booked for other quest)
12. Please drive carefully on all the roads and don't exceed 20km per hour.
13. All visitors are asked to immediately report and breakage or fault on the premises to management.
14. No empty containers, bottles or other litter should be left lying around. Please throw these in the containers placed on the premises for this purpose.
15. At departure visitors should hand the keys to their units to the receptionist.
16. No pets allowed, except guide dogs for the blind and visually impaired.
17. Fires may only be made in the braai facilities supplied. No fires may be made on the ground.
18. Visitors should contact reception before receiving guests. Guest of visitors are only allowed to visit from 08H00 – 17H00.
19. Rude language and swearing are not allowed.
20. No discrimination against any person with regards to race or gender is allowed.
21. Use of liquor is limited to the units, and bar, liquor may not be consumed in any other part of the resort.
22. Bicycles and skates are not allowed at the swimming pools or in the area around the shop.
23. All visitors are urgently requested not to feed the wild life (monkeys) on the resort or to lure them with food. Their natural habits are jeopardised, making them aggressive when provoked and when they don't get what they want. The result of this is serious and dangerous bite wounds. Please chase away any monkeys near your unit or campsite and don't feed them. The only alternative to this request is to have the entire group destroyed.
24. To ensure the comfort and enjoyment of all, we request that no gazebos should be erected in the swimming pool area. Only beach umbrellas will be allowed so that the lawn around the swimming pool can accommodate all visitors.
25. PLEASE LEAVE YOUR CHALET THE SAME WAY YOU FOUND IT. CHALETS NOT SERVICED.
26. The booking request merely represents an application for accommodation, and does not constitute an official reservation. The booking is only confirmed once the resort provides a booking confirmation.
27. A deposit of 50% of the total accommodation account (including VAT) will be payable, and must be paid on or before the due date to confirm the booking.
28. Deposits received will be forfeited in the event of cancellations. In addition, no money will be reimbursed if guests leave the resort earlier than planned. (See cancellation Policy).
29. The payment of deposits must occur on or before the due date stipulated on the resort's booking request form in order to secure bookings.
30. Failure to pay the deposit on or before the due date will lead to the cancellation of the booking without prior notice.
31. All outstanding costs must be paid in full before arrival.
32. All amendments to bookings must be made in writing.
33. Reservation fees (including 14% VAT) apply.
34. Debit / Credit Card facilities. (Diners and American Express not accepted)
35. Tariffs are subject to change without prior notice.
36. No music played from your car.
37. Any person under the influence of alcohol will be asked to leave the premises.
38. No smoking of the "hubbly bubbly" is allowed on the premises.
39. Please no swimming in underwear.
40. NO SMOKING INSIDE THE CHALETS.
41. Please bring own towels, toiletries, dish cloths and cleaning liquids.
42. Quads welcome – Bring your own quad you can drive slowly in the bush to enjoy the nature and look at the animals, No speeding - No quads before 09H00 in the morning and 18H00 in the evening, No quads between the chalets on the lawn and at the swimming pool.

## **CANCELLATION POLICY**

All cancellations must be addressed to the resort in writing. For cancellations made more than 30 days prior to arrival 25% of the required deposit will be forfeited. For cancellations made between 0 and 15 days prior to arrival, 100% of the required deposit will be forfeited. In event of cancellations due to death (or another acceptable reason beyond anyone's control) only a R50.00 administration fee will be levied when sufficient proof is furnished.

## **CONDITIONS OF STAY OR VISIT**

The owner, its representatives, employees and any individual who endeavours to act on behalf of the owner or the owner, is not responsible for:

Any loss of or damage to the property of any guest, resident or visitor, whether such damage or loss was caused by fire, theft or otherwise, or by negligence or the wrongful act of anyone in the employment of, or acting on behalf of the owner or the owner himself.

Any personal injuries of any nature sustained by a guest, resident or visitor, whether such injuries were sustained as a result of negligence and / or wrongful act of anyone employed by the owner, the owner or any other person or as a result of the defective functioning of any equipment, property or appliance of the owner.

Any person, who signs this register, exempts the owner from any liability towards himself, any other person who accompanies such person or any other person who visits any of the aforementioned persons, or who is understood to have confirmed that he/she is aware of the nature of such exemption and liability dismissed.

Your attention is drawn to the provisions of section 45, 46, and 47 of Act 27 of 1989.

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