



NATURE'S REST

HOLIDAY RESORT

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ENJOYMENT RULES FOR A GREAT HOLIDAY AT NATURE'S REST HOLIDAY RESORT

In any well run establishment some common sense rules need to be enforced to ensure your hard earned holiday is a pleasure. Please accept ours in the sincere spirit in which they were drawn up.

1. All persons making use of Nature's Rest and its facilities do so at their own risk. Management accepts no responsibility for loss/damage or injury to any person or property.
2. Vehicle permits (tags) are not transferrable from one vehicle to another- extra vehicles will be required to pay an additional charge. Two vehicles per site.
3. 50% of Accommodation is required to confirm and hold a booking. The balance of accommodation must be settled prior to arrival or occupation as stipulated. A breakage / key deposit also applies to self-catering or conference bookings, it is NOT part payment of accommodation and becomes refundable on departure, after check-out, if no loss/damage is found or penalties are applicable.
4. Refundable breakage deposits paid by Electronic transfer or direct deposit will be refunded within 14 days from departure. Refundable deposits paid by cash or credit card, for individual bookings only, will be refunded accordingly after check-out. All refundable deposits for GROUP RESERVATIONS will be refunded within 14 days from departure, irrespective of method paid.
5. As we encourage child's play in the park we request that our ten (10km/h) speed limit be adhered to.
6. No washing lines or windy driers may be erected at your site – Please use the designated area behind the Laundry.
7. The office must be advised of any day/overnight visitors, this is for your own security. Visitors must sign the exit/entry register at the office. An additional charge will be levied for day/overnight visitors.
8. No more than 6 (six) persons are allowed per camping / caravan site. No more than 5 persons may occupy a self-catering unit as catered for.
9. Theft and or vandalism will not be tolerated and will result in prosecution.
10. The departure time of 10H00 will be strictly enforced; in consideration of new guests arriving after a long journey. New guests arrival/occupation time is from 14H00. Please leave the unit in a neat and tidy condition / penalties will apply and guests will be held liable if units are found to be left in a damaged/disrespectful/filthy manner, once checked-out.
11. On arrival please check the inventory that have been provided and report any missing or damaged items immediately. Should any item be missing or damaged on your departure, this unfortunately shall be for your account. If you book a unit, please ensure that your unit key has a gate key-tag attached when its handed over to you.
12. Day visitor's cars to be parked in the designated parking area.

13. Braai/Fires are to be lit only in the areas provided.
14. Rondavels are serviced once a week for guests staying longer than 7 days.
15. Staff requirements for private work can be arranged through management.
16. As Natures Rest is in a conservancy, anyone caught cutting, damaging or removing the parks fauna and flora or tormenting/removing/killing the parks wildlife will be severely dealt with and may be issued a penalty. (we welcome anybody reporting such incidents).
17. Please conserve water and electricity wherever possible.
18. Please refrain from changing temperature settings in fridges within the rondavels.
19. All children under 10 years of age and any children unable to swim, must be accompanied by parents/an adult at the swimming pool, paddle boats and canoes. Adults to accompany children 8 years and younger at the pool table, table tennis and ablutions.
20. Management reserves the right to refuse/terminate any person's entry/occupation into this resort. NO MUSIC or bad behaviour will be tolerated in our park. As we are in part of a conservancy area the park has to be quiet after 21H00. Should there be any complaints, you agree to be given one warning before being evicted with no refund. A penalty up to the full value of the deposit can also be applied, to management's discretion, depending on the nature of the incident and severity of non-compliance.
21. Only woven or net ground sheets for caravans and these may not be washed in the washing machines.
22. Pets are allowed out of season (with prior arrangement) but must be on a leash at all times and owners are responsible for their own pets to clean and any damage or injury they may cause. All owners to clean up after their pets. No Exceptions. (Max of 2 dogs allowed per site/unit)
23. We do not accept teenagers/minors without adult supervision.
24. Senior citizen tariffs/discount applies during all seasons (10%) but is not applicable in conjunction with other promotions.
25. Please note that we will not guarantee a specific site no. without a written request.
26. No refund or deposit for short notice cancellations will be paid out within: 2 weeks for out of season; 3 weeks for mid-season; and 1month for Dec/Jan school holidays and Group reservations.
27. Cancellation fees will be the part payment / deposit paid if the cancellation is in due time as stipulated above. However, non-arrivals and short notice cancellations , less than 2 weeks prior to arrival for out of season, less than 3 weeks prior to arrival for mid-season or less than 30 days prior to arrival for Peak Season and group bookings will be held liable for the FULL period reserved.
28. No refunds will be made for late arrivals, early departures, especially not due to inclement weather.
29. If you need to move a booking it needs to be in the same financial year and seasonal tariffs will apply.
30. Groups occupying rondavels are not to move cutlery, crockery etc. from one rondavel to another, a penalty of a R150-00 will be levied for any item short in a rondavel plus an additional breakage fee if any item on the inventory is found to be broken or missing.
31. Please switch off all lights on departure.
32. Please return keys to the office before departure.
33. These terms and conditions may be amended without prior notice.
34. The Manager may be contacted 24/7 in case of emergency. (Gré-Marr Hattingh 073 324 0484)

Please respect these terms and conditions of entry and treat everyone and everything with respect to ensure a pleasant stay for all our guests

ENJOY YOUR STAY AND THANK YOU FOR JOINING THE NATURE'S REST FAMILY