

# KAREEKLOOF GAME FARM

## TERMS & CONDITIONS

2023/2024

I/we herewith indemnify the owner and/or personnel of Kareekloof Game Farm against any claim for the loss of life/theft and or damages that may occur during my/our stay at Kareekloof Game Farm 976 JQ.

I/we also acknowledge that I/we enter Kareekloof Game Farm at own risk.

I/we undertake to obey the rules and conditions that are presented to me/us.

I/we also take responsibility for any damages caused by me/us, whether it is, direct or indirect while staying at Kareekloof Game Farm.

Parents/guardians take full responsibility for minors.

I have read and agree to the terms and conditions.

### **1) How to make a booking:**

- After receiving our rates and availability,
- A non-refundable deposit is needed to confirm your booking.
- The balance is payable before or on arrival.
- As soon as the deposit reflects in our bank account, a confirmation email will be sent, until then the accommodation is available for other people to book.
- By paying your deposit, you agree to our terms and conditions as well as our cancellation policy.

### **2) Ways of payment:**

- EFT, Cash, Visa & Mater Cards
- No Cheques/American Express or Diners Club Cards
- **Cash Deposits into our bank account:**
  - If cash is deposit into our bank account a bank fee of minimum R80 will be charged.
  - You are welcome to pay cash on arrival without any extra fee.

### **3) Check In / Check Out:**

Check In: 14h00 – 19h00

Check Out: 10h00

4) **Accommodation** is subject to availability at the time of booking

5) **All quotes** are valid for 1 day from the date that it was send.

### **6) Arrival Time:**

- Our gates close at 19h00. Please make sure that you arrive before 19h00 to check in.
- Inform our office in advance of your expected arrival time and be considerate to those who are waiting for you.
- A R50 fee will be charged for every hour or part of an hour that you arrive after 19h00.
- We are under no obligation to check you in when you arrive later than 19h00 without notifying us or made arrangement for your late arrival.

### **7) Child Policy:**

- A child also uses a bed and linen, bathroom and towels, the same cutlery and crockery as an adult, and is more maintenance than an adult. Our most damages come from children.
- Undisciplined children are not welcome.
- Parents must take care of their children and they are not Kareekloof Game Farm's staff responsibility.
- If a child pee in the bed and linen must be change because of that, a fee will be charged.

#### **8) One-night stays:**

##### **Chalets and Lodge Rooms**

- Even if you stay one night, you must check out by 10h00 for us to clean up before the next guests arrive.

#### **9) Refunds:**

- No refunds in the event of late arrival or premature departure.

#### **10) TV/Wi fi/Cell phone network**

- You are visiting a digital vacation destination. We do not have wifi and have poor cell phone reception.
- You are not disconnected to the world. At an additional cost you can use the office MTN cell phone.
- There are no TV's in the rooms. We did this on purpose. This is our contribution to our guest to take a break from digital devices and spend quality time together.
- We do however have a public lounge with a full range DSTV where you can watch your favourite program and that all so important rugby or football game.
- Download your preferred programs on your devices before visiting the farm.

#### **11) Pet Policy:**

- We are not pet friendly.
- No Pets are allowed. We do have pets.
- We are a private game reserve and a quarantine area.

#### **12) Meals:**

We do not have a walk-in restaurant, but meals can be arranged.

Let us know 24 hours in advance about any meal inquiries.

#### **13) Breakfast:**

Breakfast is not included in our rates. All our units are self-catering.

But you may order an English breakfast 24 hours in advance at an additional cost.

#### **14) Liquor and Cash Bar:**

**15)** We are fully licensed to sell liquor. No private alcohol is allowed on the premises unless you booked accommodation.

#### **16) Breakage Deposit:**

- A refundable R500 key and breakage deposit is payable with your booking or on arrival.
- After the rooms are checked on your departure the refund will be done 5 working days thereafter.
- It is your responsibility to send your banking details for the refund and to follow it up.

#### **17) Cleaning Policy:**

- Daily service except on Sundays and Public Holidays
- Our cleanings staff is not very reliable and sometimes just not coming to work. In such cases cleaning will not happen. – Sorry for this frustrating and in convenient event.

#### **18) Cancellation Policy:**

- If cancelled or modified up to 60 days before date of arrival, you will be refunded less bank charges and admin fee.

- If cancelled or modified up to 30 days before date of arrival, 50% will be refunded less bank charges and admin fee.
- If cancelled or modified 14 days from arrival date or in case of a no-show, the total price of the reservation will be charged.
- By paying your deposit, you agree to our terms and conditions as well as our cancellation policy.
- No refunds to be paid if you check out earlier or check in the following day of your original arrival date.

**19) General:**

- If it happens that you depart later than 10h00 on your departure date, R100 per person will be charged.
- We work on a “first come, first serve” basis.
- A booking inquiry is not a confirmed booking.
- We reserve the right to change your booking without prior notice. Please note that all costings are indicative of prevailing prices and availability at the time of quotation. Quotations are subject to change, currency fluctuations and availability.
- Right of Admission Reserved.
- You are liable for anything that you use or break that is not specified on this quote.
- 3km Gravel Road from the tar road until you reach the farm. Please come with the appropriate vehicle. After all this is a farm.
- No loud music allowed without prior notice to management. Please be considerate to other guests who are visiting our farm to experience the quiet ambiance.
- We are not a resort and therefore do not allow day visitors. Day visitors are only allowed on group bookings that must be arranged.
- Day Visitors are only allowed to visit accommodating guests and, in this case, a day fee of R100 per person will be charged.
- Download your preferred programs on your devices before visiting the farm.
- Prices are subject to availability for select booking dates and subject to fluctuations. Prices are correct at advertising but can change without prior notification.
- Group rates may differ and are available on request.
- Exclusive of errors, omissions, and misunderstandings.
- All quotes are valid for 1 day from the date that it was sent.

**For foreign visitors:**

*Please note that all costings are indicative of prevailing prices and availability at the time of quotation. Quotations are subject to change, currency fluctuations and availability. Service providers (Airlines, Car hire companies, Cruise liners, Tour Operators and accommodation establishments etc.) reserve the right to change prices and terms and conditions without prior notification. Services can only be guaranteed once a deposit payment has been received which is non-refundable and confirmation of reservations has been obtained from the relevant service provider. Please ensure that you have sufficient travel insurance for your trip, a passport valid for at least 6 months, 2 clear pages and the correct visas and an I.D. for domestic travel. Please note that all children under the 18 years require to travel with an unabridged birth certificate as of 01 June 2015. Please apply to the department of home affairs timeously as there could be delays due to backlog.*

