

Thank you for your booking. We trust that you will enjoy your stay with us. A request from our side to all campers to please respect one another and to adhere the following rules: When you pay your deposit, we accept that you have read and understand the rules.

1. **RATES APPLY:** for 1 Caravan, 4 persons per site & 1 vehicle - however max of 6 people at extra costs regardless of age. Rates may change without prior notice. (No cheques)
Chalets (Tent houses): rate for 1 vehicle included and no more persons than beds per chalet (tent).
2. **CARAVAN:** Any caravan, trailer with camp facilities, vehicles with camp facilities, rooftent vehicles and tents will be classified as a caravan. If you camp with for example a 4x4 trailer, you need to book a stand per trailer (no "double ups" will be allowed).
3. **PAYMENTS:** 50% deposit no longer **48 hours after booking. Use BOOKINGNUMBER as reference. Outstanding amount to be paid at least 14 days before arrival.** If booking is made **less than 14 days before arrival, full amount payable within 24 hours.** If deposit not paid, the system will automatically cancel the booking. **NB: No card facilities yet!!**
4. **GROUP BOOKINGS:** The person who made the booking is responsible for the full payment. The final payment must be made **at least 14 days before arrival.** The group will not be allowed to put up camp if the full payment is not received and proof delivered. No changes to group bookings will be accepted after 14 days prior to date of arrival. Group booking changes for December holidays must be made not later than the 10th of October. For all other holidays and long weekends changes must be made not later than 21 days before arrival.
5. **WEEKENDS:** Cannot be split. The customer pays for the Friday and Saturday night. The same rule applies for Long Weekends/Public Holidays.
6. **REFUNDS:** No refunds for any late arrivals or early departures. No refunds for short notice cancellations i.e.: a) 14 days before "out of season", b) 14 days before for "midweek season", c) 31 days before for the June / July season, d) Not after 10th October for December / January season, e) Not after 10th February for March / April / May season, or 14 days prior to the September season, e) Cancellation fee (if applicable) on any refund / transfer / upgrades = 20% of total booking amount. **No refunds for persons who did not arrive with group / on the stand. If you booked for example for 5 persons, you will pay for 5 people. If only 4 arrive, you will not be refunded. If you booked for 5 stands and only 4 stands are occupied, you will still pay for 5 stands. The person who made the bookings will be responsible for the payment. Your payment confirms your booking.** Wrong payments will not be refunded. Please make sure you use the correct booking number. Cancellations, changes or bank details must be given in writing. These conditions also apply for bookings made AFTER the deadlines.
7. **TRANSFERS OF MONEY:** No transfers of money or bookings to another date / stand.
8. **STANDS:** All stands are pre booked. Please report @ reception before setting up camp. Management have the right to transfer stands without prior notice.
9. **TIMES:** Arrival: 14h00, Departure: 11h00 (You are however allowed to use the facilities until 16h00). Our next quests will arrive at lunch time. If you want to stay a bit longer, ask at reception for more information.
10. **TENTHOUSES:** Equipped with cutlery, crockery, bath towels and linen. Bring your own swimming towels – quests are not allowed to use the bath towels for swimming. Floor and bath cleaning daily and bed making, no dishwashing. 2 Single beds and 1 double bed. Open plan kitchen. A fridge, kettle and toaster available. (No microwave or stove.) Bathroom with toilet, basin and sink bad. Table with 4 chairs. Outside: Private shower as well as a braai. Not recommended for couples with babies.
11. **KEY AND TAG DEPOSIT:** R100.00 (cash only) on arrival – refundable if handed in BEFORE 11h00 on day of departure. You may use the facilities until 16h00 except when another guest will arrive on that specific stand. (Please ask at reception).
12. **GROUNDSHEETS:** Only open weaved groundsheets - NO SOLID Sheets.
13. **EXTRAS:** tents - Only one on prior arrangement.
14. **VISITORS:** Visitors and extra vehicles at extra cost (Max of 6 persons/ site). Make prior arrangements at Reception
15. **PETS:** No dogs / cats. A fine of R500.00 per animal per day.

16. **NO** rollerblades, skateboards, Scooters, bicycles in front of shop, at pool area, in ablutions, on trampolines or putt-putt or in Boma / Hall.
17. **NOISE:** no noise after 22h00. At all times, music, radios, TVs must be played so that only you can hear them. Only music organized by management may be played in public areas. Please contact the Manager on duty if you have problems with noisy campers / quests after 22h00 and before 07h00.
18. **SPEED** limit: 30 km/h. Dead slow in camp. Children have right of way.
19. **NO** motorcycles, golf carts or quad bikes are allowed.
20. **FIRES** may only be made in the braaiers that are available at stand/ tent. Gathering of wood is prohibited. Wood is for sale in the shop.
21. **ABLUTIONS:** No children under 10 years without adult supervision. **No children without adult supervision allowed in the Family Bathrooms.** Shared ablutions are cleaned on a regular basis, however to leave the ablution as one would like to find it, it is CAMP ETIQUETTE. Private ablutions cleaned by visitor, however will be cleaned by staff before your arrival
22. **TRAMPOLINES:** No smoking, eating or drinking. No shoes on trampolines. Trampoline times are from 07h30 until 21h00.
23. **FACILITIES AND SERVICES:** 15 amp electrical points at caravan sites. 5-Star ablution facilities. Family bathrooms. Private bathroom stand (to be cleaned by visitor, however will be cleaned by Umoya staff before your arrival), shop, jungle gym, volley ball, farmyard, cold and heated swimming pools, waterslide.
24. **ANIMALS:** Wild animals are dangerous, please don't touch or feed. Umoya takes no responsibility for any injuries or damage that might be derived from site equipment, services.
25. and environment. Facilities are used at own risk.
26. **NO DAY VISITORS**
27. Umoya Caravan Lodge will not be held responsible for any information given by any other company, websites, travel agencies, person etc that is incorrect. No claims will be considered where clients received the incorrect information from other companies, persons etc.
28. Umoya S24 54.368 E28 16.090
29. Kindly report @ reception first to obtain your gate pass. (1 Permit per vehicle)
30. Electricity: Umoya Caravan Lodge can not be held responsible for lack of electricity of power failures which results from the power supplied by the Local Municipality.
31. **Office Hours: Monday - Thursday : 8h00 - 16h00 / Friday : 8h00 - 18h30 / Saturday - Sunday : 8h00 - 11h30 / Public Holidays : 8h00 - 11h30/ Close (Please ask @ reception if uncertain)**

