

GENERAL RULES OF BEHAVIOUR AND IMPORTANT INFORMATION

1. In order to make the stay on the Reserve as pleasant as possible for all guests, we expect all the guests to stick to the general rules of behaviour and appearance based on common sense and a basic etiquette.
2. Breaching these regulations can lead to removal from the reserve without a refund of the rental sum or a part of it.
3. We would also like to bring your attention to the fact that it is possible that maintenance activities will be carried out during your stay on the reserve or to the accommodation(s) without you being entitled to any compensation.
4. No day visitors are permitted on the property unless prior arrangements have been made and approved by De Krantz. Please contact and make necessary arrangements with reservations.
5. Smoking in accommodation units is strictly prohibited.
6. All campsites are serviced and cleaned between bookings, refuse removal will take place every Monday, Wednesday and Friday.
7. Guests using the camping facilities must please bring their own power point adaptor, only for the purpose of charging mobile devices.
8. The size of the camp stands is 8m x 7m Haarlem 3, 10m x 7m Haarlem 2 and 16m x 7m Haarlem 1.
9. No pets are allowed, except guide dogs.
10. If you are expecting visitors during your stay, it has to be arranged at reception during office hours.
11. The guest limit is as follows: 8 Haarlem 3, 12 Haarlem 2 and 12 for Haarlem 1.
12. Day visit hours are from 08:00 to 18:00. No visitors will be allowed after 18:00.
13. Own swimming towels and dishcloths must be provided.
14. No music from motor vehicles or private sound systems/equipment is permitted at the resort.
15. Please consider the other guests by keeping the noise levels as low as possible.
16. Silence must be maintained between 22:00 and 07:00.
17. No motorbikes or ATV four-wheelers are allowed at the reserve.
18. Only accepted swimwear is allowed.
19. Please note that during our out of season midweeks, there may be conference and/or school groups at the reserve.
20. For more information in this regard, please contact reception.
21. This is a game reserve; there are snakes, scorpions, spiders and other creepy crawlers.
22. Please respect nature and all the facilities.
23. Only leave your footprints and nothing else.
24. Always wear shoes, sandals or flip-flops.
25. Make sure your tent's door is closed at all times.
26. Do not litter.
27. All animals on the reserve are wild, please do not feed them or try to pet them, they can be very dangerous.
28. The game fence is electrified, please be careful.
29. Respect fellow campers.
30. We are in nature, please keep noise levels down.
31. Speed limit: The speed limit on the reserve is 20km per hour.

Water Sports and Activities

1. Always wear adequate safety gear.
2. Be careful when entering any dam or stream for hidden rocks and sharp objects.
3. Remember that anything that is wet is also slippery.
4. Always keep an eye on your children, especially around water. Adult supervision is always required.

Hiking, MTB and 4x4

1. Always wear adequate safety gear.
2. Mountains, cliffs and valleys are dangerous, please take care when hiking.
3. Always have enough water, sun shade and suitable clothing and gear.
4. Adult supervision is always required.
5. Always stay on the track.
6. Always ride within your skill and experience level.

Fires

1. Only make fire in the designated areas provided.
2. High fire danger area.
3. Please extinguish fire when finished.
4. Do not throw cigarettes in the veld or make any open fires in the veld.

Water

1. We use borehole water and cannot guarantee the water quality.
2. Bring own drinking water.
3. Use water sparingly and do not keep taps running.
4. All toilets are connected to septic tanks. Please do not throw foreign object in the toilets. Use only toilet paper and throw all other items in the bins provided.

Power

1. Solar power is available at all camp sites.
2. There are ample lights.
3. Please use power outlets for charging mobile devices only.
4. Any damage caused to solar installation due to your negligence will be for your account.

TERMS AND CONDITIONS FOR BOOKINGS

1. De Krantz reserves the right, at all times – without statement of reasons – to cancel a booking within 48 hours.
2. De Krantz will confirm the booking via e-mail.
3. The confirmation and invoice must be checked immediately on receipt for any errors.
4. Possible or claimed inadequacies must always be e-mailed or phoned within 48 hours following the date of confirmation/invoice and in any case before the start of the stay.
5. The booking request merely represents an application for accommodation, and does not constitute an official reservation.
6. The booking is only confirmed once the reserve provides a booking confirmation.
7. 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.
8. Deposits received will be forfeited in the event of cancellations. Please refer to cancellation policy.
9. In addition, no money will be reimbursed if guests leave resort earlier than planned.
10. The payment of deposits must occur on or before the due date stipulated on the reserve's booking request form in order to secure bookings.
11. Failure to pay the deposit on or before the due date will lead to the cancellation of the booking without prior notice (within 48 hours of booking).
12. If, after confirmation of your booking, you would like to make some alterations, De Krantz is not obliged to satisfy these requests, but will assist as far as possible.
13. It is at the discretion of De Krantz whether, and to what extent, these alterations can and will be accepted.
14. We require confirmation in writing of your intention to make any changes to your existing booking.
15. All outstanding costs must be paid in full before arrival as per deposit policy.
16. All amendments to bookings must be made in writing.
17. Only electronic transfers are accepted payment methods.
18. Rates include 15% VAT and are quoted in South African Rand (ZAR).
19. Rates may be changed without prior notice.
20. Additional charges are payable in advance via eft:
 - The relevant entertainment fees applicable during certain peak periods
 - Additional fee of R100 or R200 per night per additional person depending on campsite up to the max amount of people allowed per camp site.
 - One vehicle per accommodation unit/camp stand is included. R100 per additional vehicle per day.
 - Additional charges valid during school holidays, long weekends and peak seasons.
21. By paying you confirm that your dates and accommodation/camping type are correct.
22. If you haven't arrived within 24 hours of your arrival date, and you have not informed us, your accommodation will be cancelled.

Arrival

1. Check-in: Once the online booking is made you will receive a booking confirmation e-mail with all the necessary information for your stay.
2. The check in takes place from 2pm onwards on the day of arrival.
3. Prior arrangements need to be made; guests are kindly requested to inform the De Krantz reception of their estimated time of arrival.
4. Please phone the De Krantz reception 30 minutes prior to arrival.
5. This way you are ensured that the check in can be arranged without delays.
6. You will find the telephone number in the bookings confirmation e-mail.
7. Check out: Before 10am on day of departure.

Deposit and Cancellation Policy

1. Between 0 – 2 weeks of arrival: forfeit the whole deposit 100%
2. Between 2 – 4 weeks of arrival: forfeit 50%
3. More than 4 weeks of arrival: forfeit 0% - Full refund.
4. Bookings made more than 30 days in advance of the date of arrival require a 50% deposit within 48 hours and the balance must be paid in full 14 days before arrival.
5. Bookings less than 30 days in advance require a 100% deposit within 48 hours.

Day Visitor Tariff:
R100 per person
R100 per vehicle

Terms and Conditions for Competitions and Promotions

1. Two or more different promotions may not be used in conjunction for any one reservation.
2. Where accommodation is provided as a prize, it excludes transport, meals and beverages.
3. Accommodation prizes must be claimed within 3 months following the date of the draw.
4. Prizes may not be exchanged for cash.
5. De Krantz will not become involved in negotiations regarding winners and prizes.
6. All competitions and promotions are subject to the reserve's existing terms and conditions.
7. Unless stated differently, all promotions exclude long weekends, school holidays and weekends.

Disclaimer

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5. Client shall indemnify and hold harmless De Krantz, its personnel, sponsors, contributors and advertisers from and against any payment loss, cost or expense (including reasonable attorneys' fees) paid or incurred by following any advice herein or in any other format presented.

Force Majeure

1. De Krantz cannot be held responsible for not fulfilling its obligations due to unforeseen circumstances, such as but not limited to bankruptcy, natural disasters, acts of terrorism or serious threats of terrorist attacks, sabotage or piracy, strike or boycott, acts of governments or any other acts of authority whether lawful or unlawful, blockade, siege or sanctions, accidents, fires, explosions, plagues or any event of a similar nature.
2. De Krantz cannot guarantee the availability of electricity in the event of unexpected power outages or scheduled loadshedding.

Liability

1. De Krantz accepts no liability for: theft, loss or damage of whatever nature, during or as a result of a stay, falling into defect or putting out of action of technical equipment and loss or closure of supplies on the reserve.
2. The guests and those who accompany him/her, are jointly and severally responsible for all loss and/or damage which arises, for De Krantz, and or any 3rd party as a direct or an indirect consequence of their stay, irrespective of whether this was caused through actions or refraining from actions by themselves or by 3rd parties, who are at the reserve through their making, as well as of all damage which is caused by any animal and/or matter which they have under their responsibility.
3. If you leave your tent in an improper condition, De Krantz is entitled to charge R250 – of additional cleaning costs.
4. This can double to R500 – in combination with late departure.

Complaints

1. Despite all the care of De Krantz, it may occur that you have a complaint.
2. You would need to take up this complaint with the manager immediately, in order to allow us to solve the matter as soon as possible.
3. Please feel free to phone reservations on 078 802 1656 at any time for assistance.

Assumption of Risks

1. Remember that you will be staying on a working farm with live animals and potentially dangerous farm equipment amongst other hazards.
2. Also, you must be aware that some of the camp equipment (such as the wood boiler) may be dangerous if misused.
3. Whilst we take great care to keep you safe, accidents can happen, and we are not responsible for such accidents (to the greatest extent permitted by law).
4. It is your responsibility to supervise any children.
5. If you notice that any equipment looks faulty and/or unsafe, you must inform the host as soon as possible.

Insurance

1. You are strongly recommended to take out personal travel insurance for all members of your party.
2. It is your responsibility to ensure that the insurance you purchase is adequate and appropriate for your particular needs.
3. Please read your policy details and take them with you on holiday.

General

1. Your contract partner is De Krantz.
2. These general conditions are applicable to all reservations, directly or indirectly made with De Krantz.
3. Alterations are reserved on the content of our publications.
4. Obvious errors do not bind us.