**GENERAL TERMS AND CONDITIONS**

**EFFECTIVE FROM: 1 NOVEMBER 2017**

**RESERVATION TERMS AND CONDITIONS**

Rates are for accommodation or caravan site only unless otherwise specified.

Rates are subject to availability and fluctuations.

Rates are subject to change without prior notice.

Certain special promotions and rates carry their own terms and conditions which apply accordingly.

The credit card used to confirm a reservation is required to be presented on check-in at the Resort. In the event of the cardholder not travelling, a valid form of ID is required to be presented.

All other payments for services rendered by Rocky Bay Resorts shall be payable by you on departure.

All accommodation provided in terms of any booking made on any website will be subject to the standard Rocky Bay Resorts Terms and Conditions.

All Rocky Bay Resorts' rates are inclusive of Value Added Tax.

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 in writing via email or fax.

A deposit of 50% of the total accommodation account (including VAT) will be payable, and must be paid on or before the due date indicated on the Provisional Booking Form to confirm the booking.

Failure to pay the deposit on or before the due date stipulated on the Provisional Booking Form will lead to the cancellation of the booking without prior notice.

All outstanding accommodation payments and, where relevant, breakage deposits must be paid in full prior to arrival.

All amendments to bookings must be made in writing, and only on receipt of amended provisional Booking or Booking Confirmation will amendments come into effect.

Debit cards, Visa and Master credit cards as well as electronic transfers are all accepted payment methods.

**Directors:** MJ Kinvig (Chairman), TJ Crookes (Managing), GB Crookes
Rocky Bay Caravan Park T/A Rocky Bay Resorts
**Vat No.** 4600101457 | **Reg.No.** 1965/003454/07
**PO Box:** 1 Park Rynie 4182 | **Park Tel:** 039 976 0336
**Email:** caravan@rockybay.co.za

Cash payments made either as direct deposits or at the Resort against a camp site or accommodation reservation will attract an additional 3% service fee.

**For EFT transactions**

A guest will only receive confirmation once funds have been received and confirmed. Proof of payment does not constitute proof of funds. Please note that it can take up to 3 days for funds to clear into our bank account.

On receipt of payment a booking confirmation will be generated and sent to you via the e-mail address provided by you. It is advised that you print the confirmatory e-mail and present same to the reception at time of check-in.

Comments and queries with regard to payments and confirmation should be emailed with full detail to the relevant Resort department (Lodge or Caravan Park), concerned with the booking.

**Arrival and Departure Times:**

| | | |
|---|---|---|
| Lodge | Arrival 14:00 | Departure 10:00 |
| Park | Arrival 12:00 | Departure 10:00 |

Registration occurs upon arrival, when the guest will sign a form that indemnifies the Resort against any liability should guest sustain injuries or incur any loss during their stay.

Guests will also sign a form by which they undertake to adhere to the rules of the Resort.

No pets allowed in log cabins, except guide dogs for the blind and visually impaired. Only dogs under 5kg are allowed on camp site, with a maximum of 2 dogs per site and only during Out of Season.

**PEAK, MID and OUT OF SEASON**

Rocky Bay Resorts rates apply according to the season as stipulated on our rate sheet. These dates change from year to year and are based on public holidays and school holidays. One year's season will not apply to the next year.

**ALTERATIONS TO RESERVATIONS**

Off-Peak Alterations

If you reduce the number of nights stay and the arrival date is more than 14 days from arrival, the refund for the reduced number of nights will be processed by the Resort within 21 days of you informing the Resort and no additional penalties will be incurred.

If you reduce the number of nights stay and the arrival date is within 14 days of arrival, any refund that may be due will be processed at the time of check-out from the Resort.

If you extend your original reservation (subject to availability) prior to your check-in, the Resort will take payment in respect of the additional accommodation charges at the time of check-in.

Peak Alterations

If you reduce the number of nights stay more than 14 days before your expected arrival date, you will be refunded by the Resort on check-out.

If you reduce the number of nights stay within 14 days of your expected arrival date, you will not be refunded.

If you extend your original reservation and prior to your check-in, the Resort will take payment in respect of the additional accommodation charges at the time of check-in.

**CANCELLATION POLICY**

Once your reservation has been confirmed and secured with a deposit, Rocky Bay Resorts reserves the right to apply cancellation fees against the deposit.

All cancellations must be addressed to the Rocky Bay Resorts in writing.

- Cancellation fees will be levied in the event of a cancellation:
- 7 – 21 days prior to arrival, 50% of booking amount.
- Less than 7 days prior to arrival, 100% of booking amount.
- No shows, 100% of booking amount.
- Departure before the booked due date, 100% of booking amount.

- In the event of cancellations due to death (or another acceptable reason beyond anyone's control), only a R200 administration fee will be levied when sufficient proof is furnished. The deposit paid will be held for a future booking. This will be at the sole discretion of Rocky Bay Resorts Management.
- In the event of bad weather or force de jour Rocky Bay Resorts cannot be held responsible and 100% of reservation amount will be charged.

An R200.00 administration fee will be levied on all cancellations.

Rocky Bay Resorts reserves the right to debit your credit card with a cancellation as per the Resort's Cancellation Policy stipulated herein

The guest hereby agrees that this transaction constitutes an electronic transaction as defined in the Electronic Communications and Transactions Act 2002 and that a binding agreement has been concluded between the Resort and the customer/client authorising the Resort to deduct or to debit the credit card for payments for services rendered to the customer/client. The hand signature of the customer/client shall not be required for authorisation purposes.

**CHILDREN'S RATE**

Any person under the age of 18 years old and over the age of 5 years old is deemed a child in terms of our policies.

Children's rates are only applicable when children are staying in the same cabin or camp site as adults. If children stay in a separate cabin or camp site , standard adult rates will apply.

Toddlers under the age of 5 years old pay no accommodation or camp fees.

**SENIOR RATE**

The Senior Rate of 30% off RACK rate is only valid during mid-week (Monday - Thursday), if staying for 3 days or less and is subject to an identification document being displayed on check-in as proof of an age over 60. All other standard reservations terms and conditions still apply.

The Senior Rate discount may not be applied to any running specials or promotions.

Pensioner Rates – ONLY APPLICABLE TO CARAVAN PARK

Pensioner rates are only applicable to persons over the age of 60 years (ID required) or persons that have been medically boarded (Certificate required).

Pensioner's rates are applicable from the end of peak in the New Year to the 30th of November of any given year.

Pensioner deposits:

All deposits are to be paid over a maximum of a 3 month period, this period commencing as the 1st month after the current stay's departure from the Park.

One or Two month bookings for following year:

50% of total cost of reservation.

Three months or longer for the following year:

Cost of one month.

Please note that if pensioners choose to pay deposit over 3 months they need to pay no less than one third per month. Failure to do so will result in the cancellation of the booking.

Pensioners must pay accommodation in advance.

Pensioners staying for a month or longer will not be changed for dogs or day visitors.

Pensioner staying for less than a month will be charged for day visitors should the day visitor be spending the day at Rocky Bay at the children's day visitor rate.

Pensioners staying for a month or longer can have family stay over on their site for a maximum of 14 nights at less 50% of the current appropriate season rate.

No Person will be given special rates after the 30th November 2011 until close of Peak Season the following year.

Application of Charges:

Daily pensioner rate is applicable from Night one to night six – the exception to this rule is bookings over weekends.

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A one night booking or two night booking over a weekend (Friday & Saturday) will be charged at full rate based on current season. Should the booking be for more than two nights pensioner rates will be applicable from night one.

Weekly pensioner rate is applicable to any booking made for more than seven nights. I.e. 7,14,21,28 nights. (However should the booking be for 9 nights you would bill the guest as follows from night 1 – 7 at weekly rate and from night 8 daily rates.

Monthly pensioner rate is applicable to a calendar month booking i.e. from the 1st to the 1st or any other date i.e. 15th to the 15th. Should the reservation be from the 1st to the 12th of the following month, pensioners should be billed as follows 1st to the 1st at monthly rate, night of the 1st to the 7th at weekly rate and night of the 7th to the 12th at daily rate.

It is acknowledged that from time to time it may be beneficial to the pensioner to book for 14 days and only stay for twelve nights or book for a month and only stay for 3 weeks – this is entirely the guest choice. Reservation information and the billing information must however be aligned.

PENSIONER RATE – APPLICABLE TO LODGE

Pensioner rates are only applicable to persons over the age of 60 years (ID required) or persons that have been medically boarded (Certificate required).

Pensioner rate is only applicable out of season.

**TERMS AND CONDITIONS FOR COMPETITIONS AND PROMOTIONS**

Two or more different promotions may not be used in conjunction for any one reservation.

Where accommodation is provided as a prize, it excludes transport, meals and beverages.

Prizes may not be exchanged for cash.

All competitions and promotions are subject to the resorts' existing terms and conditions.

Unless stated differently, all promotions exclude Peak Season and Mid Season, long weekends, school holidays and weekends,

Specials are valid for the date(s) specified and cannot be redeemed or transferred after the special end date.

The end date of the special is the last day in which the special can be redeemed.

Specials cannot be used in conjunction with any other specials.

Specials are subject to change without notice.

**ACCOMMODATION PRIZE VOUCHERS**

Accommodation prize vouchers are valid for 6 months only.

Vouchers are not transferrable.

Vouchers do not have a cash value and cannot be converted to cash or cash equivalents.

Vouchers are valid for the stipulated resort only and cannot be redeemed at or transferred to another resort.

Accommodation vouchers cannot be used in conjunction with running specials.

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