

EDEN PARK – IMPORTANT INFORMATION

THANK YOU FOR YOUR BOOKING – WE HOPE THAT YOU WILL ENJOY YOUR STAY WITH US!

BY PAYING YOUR RESERVATION AND SIGNING THIS DOCUMENT, YOU CONFIRM THAT YOU HAVE READ, UNDERSTAND AND ACCEPT OUR TERMS AND CONDITIONS.

RESERVATION

ALL RESERVATIONS WHICH ARE MADE AND CONFIRMED AT EDEN PARK ARE SUBMISSIVE TO THE RULES AS STATED BELOW. PLEASE READ THROUGH THE RULES CAREFULLY AS IT CONTAINS IMPORTANT INFORMATION WITH REGARDS TO YOUR RESERVATION AND VISIT WITH US.

***CANCELLATION:** In which case bookings are cancelled, the following cancellation fees are applicable:

31 days or longer before arrival date: 50% A minimum cancellation fee of R150.00 will be charged.

16 – 30 days before arrival date : 75%

0 – 15 days before arrival date : 100%

Reservations and/or – money cannot be transferred to any other dates. The “**Cancellation**” rule is applicable for any cancellation due to unfavourable weather conditions or any other reason. Weather conditions are out of our control – no reservation can be moved due to unfavourable weather conditions (or any other reason). No discount or refunds will be made if a camper leaves earlier than the departure date or any other reason. Reserved days cannot be moved or carried over to other date(s) or person.

IMPORTANT: No refunds will be made concerning death, illness or any other reason. This applies to your family or co-campers (whether in a group or individually).

The reserved site should be occupied within 24 hours of reservation date; otherwise, the reservation will automatically be forfeited.

***PAYMENT OPTION:** All weekends and long weekends are to be paid in full.

Reservations will automatically be cancelled if the proof of payment has not been received within a 72-hour period after date of reservation.

EDEN PARK DOES NOT HAVE ANY CARD FACILITIES

***GROUP RESERVATIONS:** No group bookings larger than 2-families camping together are allowed during long-weekends or peak-season holidays.

***ARRIVAL AND DEPARTURE DATES:** Out-of-Season Arrival Time: 12H00
Out-of-season Departure Time: 15H00
High Season Arrival Time: 14H00
High Season Departure Time: 10:00 NO EXCEPTION

***RATES APPLY:** Only 4 persons (father, mother and 2 school children/students) with 1 vehicle and 1 caravan with rally tent is allowed per site. Additional vehicle is allowed at extra cost.

All changes concerning extra people/vehicles to a confirmed reservation must be settled before date of arrival.

***WEEKENDS:** BLOCK Reservations is compulsory – The camper pays for all nights included in the BLOCK reservation.

***DECEMBER:** A minimum period of 10 nights must be booked over the Christmas/New Year season.

GENERAL

***CARAVAN AND TENTS:** Grass sites no 9 & 10 – These sites are available for only 5 nights. Only rally tents are allowed. Small/ loose standing tents must be moved every 3rd day to protect the lawn. Additional dome tents are allowed. Woven ground sheets are necessary to allow enough air and light to penetrate through. Solid ground sheets and thickly woven sheets are prohibited. The plastic on the main tent's floor must be lifted during daytime for light and air. Add-A-Room's will not be allowed on the lawns. You are welcome to stand on the paved sites for a max of 23 nights with a full tent. Management reserves the right to allocate a specific area on a site to you, or relocate any camper from one site to another or from one position to another to maintain the grass. A second caravan or tent on a stand will only be permitted if it has been approved by management.

***VISITORS:** No day visitors are allowed – only guests for the campers are allowed prior to arrangement with Management. It is the camper's responsibility to report any visitors arrival and departure. No visitors before 10:00am. No day visitors allowed on game drives. No servants are allowed in the resort.

***NOISE:** Silence after 22:00 (10:00pm). Please see to it that your voice/music level do not disturb your fellow campers. Small plastic kid's motorbikes may be used only after 9:00am in the morning.

***ABLUTION:** Ablution will be serviced/cleaned once daily, in the morning. (Not Sundays)

***SPEED LIMIT:** Visitors/Campers are urged to drive slowly and not exceed the speed limit of 20km per hour. The usage of vehicles should be limited at all times. Quad bikes, golf carts and motorbikes

are not allowed. When/if any camper hurts/kills wild animals on the farm; he/she will be held responsible for all costs thereof (market related).

***PARKING:** Vehicles must be parked at the entry of a site or suitable ground area close to the site. Vehicles are not allowed on the paved pathways and grass/lawn areas on the site/ablution/ play parks and office.

***FIRE:** Fires may only be lit in the designated areas - wood, fire lighters and matches are available at the Kiosk. Trees, branches and logs on the property are prohibited to use for making a fire. Visitors/Campers are not allowed to damage any plant, tree or shrubs.

***PLAY PARKS/TRAMPOLINE:** These two areas are used at own risk – no shoes, smoking or sharp objects on the trampoline allowed.

***SWIMMING POOLS:** The large pool in the Main camp, close to the office is not fenced and deeper than 2 (two) metres at the deep end. The pool in the Bushveld camp is fenced – the gate to be locked at all times. It is the responsibility of the caretaker of babies, toddlers and children to take the necessary safety precautions. The use of glass or any kind of glass bottles is not allowed. Swimming or playing in the stream is prohibited. Parents need to explain the danger of doing so to all children.

***PETS:** NO pets allowed in summer season, long weekends and school holidays. Winter month's approval is required from Management (only one small dog is allowed).

***ANIMALS:** Wild animals on the property may not be disturbed, provoked or fed.

***LITTERING:** No littering allowed on the property.

***ELECTRICITY:** The local Mookgophong Municipality provide Eden Park with electricity. Eden Park cannot be held responsible for power failure due to the Municipality's shortcomings.

***ELECTRIC FENCE: IMPORTANT – All fences around the farm are electrified and is a safety risk.**

***BEHAVIOUR OF CAMPERS:** Any person who deliberately damages property will be asked to leave immediately and will be held responsible for any cost due to damage.

Entry to Eden Park and the use of its facilities takes place in accordance with and subjected to the following rules and the notice boards placed on the farm.

Access to the use of any of the facilities on the premises takes place at own risk. The visitor/camper indemnifies the owner, management and staff for any damage, loss or injury of any nature whatsoever which the visitor/camper may suffer, including branches, which may scratch or fall on caravans and tents, or any damages experienced by unforeseen weather or any disasters.

