

DIMALACHITE NATURE RESORT & RIVERLODGE: RULES & REGULATIONS:

RESORT REGULATIONS:

No music allowed.

Always consider your camping neighbors when enjoying your stay, so that you both can have great memories when leaving.

No pets, fire arms, motorbikes & quad-bikes.

No fire on the ground, in dustbins or on grass.

Don't take wood from the field or break any tree.

Always keep your entry permit in your car. You have to show it to the gate security when leaving and entering the camp.

Day visit times: 08:00 to 18:00. There is a deposit payable for controlling purposes.

Speed limit is 30km/hr. – drive safely in camp – toddlers may show up at any place.

Use only "net" type ground sheets.

Our motto is catch and release. Take a great photo to show your friends. This will give your grand children a chance to also enjoy this great sport.

Swimming in the river is very dangerous, illegal and we do not allow it.

Right of admission reserved. Any person that misbehave, or break any rule, will be order to leave the premises without compensation. The owner will not loose any of his rights because of such action.

OORD REGULASIES:

GEEN musiek word toegelaat nie.

Neem altyd u kamp "bure" in ag terwyl u, u verblyf geniet. Dit sal meebring dat julle albei sal terugdink aan 'n wonderlike kampeer ervaring.

Geen troeteldiere, vuurwapens, motorfietse of vierwiel motorfietse word toegelaat nie

Geen vure mag op die grond, in vullisdromme of op gras gemaak word nie.

Hout mag nie uit die veld geneem word en bome mag nie gebreek word nie.

Hou u toegangspersmit te alle tye in u voertuig. Toon aan sekuriteit by die hek wanneer u die oord verlaat en terugkom.

Dagbesoekers tye :- 08:00 tot 18:00. Daar is 'n terugbetaalbare deposito betaalbaar om uitgang te kontroleer.

Spoedgrens 30km/uur - bestuur versigtig in kamp - kindertjies kan enige plek opduik.

Slegs "net" tipe grondseile word toegelaat.

Dink aan u kinders, en laat alle vis wat u vang direk nadat dit gevang is weer vry. Neem gerus 'n mooi foto om aan u vriende te wys.

Swem in die rivier is baie gevaarlik en onwettig, en ons laat dit nie toe nie.

Die eienaar behou die reg van toegang voor. Enige persoon wat enige regulasie oortree of hom op enige manier aan wangedrag skuldig maak, sal versoek word om die oord sonder terugbetaling te verlaat. Die eienaar sal agv. so 'n versoek geen van sy regte verloor nie.

QUOTATION PROCEDURE:

Client phone us, or submit a request through our webpage www.dimalachite.co.za, or www.malakiet.co.za and ask for a quote.

We send a quote via E-mail.

Client except quote via E-mail.

BOOKING PROCEDURE:

The client call or e-mail us with a booking request or accept our quote.

We need your name, surname, number of visitors (for camping number of people older than 12. and number of kids 4 – 12) date of arrival, date of departure, e-mail address, cell phone nr. home or work tel. nr. (fax nr. if no e-mail address available) and activities you want to participate in.

We do a provisional booking if accommodation is available, on our system, and send you a booking document via e-mail.

A 50% deposit is payable within 24hr, except when other arrangement is made with management.

Client fax the deposit slip to us at 086 621 833.

Our system change the provisional booking to confirmed as soon as we receive the deposit slip.

If no deposit is received, the booking maybe cancelled without notice.

It is the client's responsibility to confirm that we received the deposit slip.

Groups must pay the final amount 14 days before arrival.

Private visitors must pay the final amount on arrival.

We do not have card facilities.

ACCOMMODATION AND EQUIPMENT:

On arrival:

Check all equipment in chalet with the inventory.

Please also check the neatness of the chalet.

If some items are missing or the chalet isn't neat, it must be reported to reception within one hour after arrival.

If you fail to report above mentioned, you will be liable for any shortages on departure.

You are responsible for the service of the chalet during your stay.

If you occupy more than one unit, please do not mix the two chalets equipment.

On departure:

Visitors must leave the chalets and lodges at 11:00 and the camp-sites at 13:00 on day of departure.

When you are ready to depart, please contact reception. They will send someone to check the chalet.

Leave the key on the inside of the door.

Please leave the chalet in the same condition that you found it on arrival.

If the equipment is dirty or the chalet is untidy, we will not check the unit, and will not be able to refund the key deposit on departure.

In that case, leave your bank detail at reception and the key deposit will be paid into your account after we cleaned and checked the chalet. An admin fee will be deducted.

Any shortages and breakages will be deducted from the key deposit.

Cleaning service:

You may book a lady to clean your chalet (if available).

Please do the booking a day before you need her or on arrival.

She will work from 08:00 - 12:00 for an additional cost.

The cost will be supplied when booking is done, and must be paid at reception beforehand.

AKKOMMODASIE EN TOERUSTING:

Wanneer u arriveer:

Kontroleer alle toerusting in die eenheid met die voorraad lys.

Kontroleer die netheid van die eenheid.

Indien daar items kort, of die eenheid onnet is, moet dit binne een uur na aankoms by ontvangs gerapporteer word.

Indien bg. nie gerapporteer word nie, sal u verantwoordelik wees vir die tekorte by vertrek.

U is self verantwoordelik vir diens van die eenheid gedurende u verblyf.

Indien u meer as een eenheid bespreek het, moet u toesien dat die eenhede se toerusting nie gemeng word nie.

Wanneer u vertrek:

Chalets en lodges moet teen 11:00 ontruim wees op dag van vertrek, en 13:00 vir kampeerdere.

Wanneer u gereed is om te vertrek moet u met ontvangs reël om die chalet na te gaan.

Laat die sleutel aan die binnekant van die deur.

Laat asseblief die chalet en toerusting in dieselfde toestand as wat dit was by u aankoms.

Indien die skottelgoed vuil is of die chalet deurmekaar, sal ons nie in 'n posisie wees om u sleutel deposito aan u terug te betaal nie.

In bg. geval, verskaf u bankbesonderhede aan ontvangs, en die sleutel deposito sal dan in u rekening inbetaal word nadat ons die chalet skoongemaak en gekontroleer het. Administrasiekoste sal verhaal word.

Gebreke en tekorte sal van die sleutel deposito verhaal word.

Skoonmaak diens:

'n Bediende kan bespreek word om u chalet skoon te maak. (indien beskikbaar).

Doen die bespreking 'n dag voordat u die diens benodig of by aankoms.

Sy sal werk vanaf 08:00 - 12:00

Die koste sal aan u verskaf word wanneer u bespreek, en die geld moet vooraf by ontvangs inbetaal word.

INDEMNITY:

The amenities and activities provided at or by Dimalachite have been designed, constructed and facilitated to the best of our ability for your enjoyment and safety. Nevertheless we regret that the management, it's staff and agents must stipulate that they are absolutely unable to accept liability or responsibility for any death, injury or damages of any nature whatsoever whether arising from negligence or any other cause, which is suffered by any person who enters the premises and /or uses the amenities, or take part in activities provided. Patrons use the facilities at own risk.

CANCELLATION POLICY AND REFUNDS:

Cancellations of confirmed bookings may only take place according to the procedure outlined in the clause. All requests for cancellations shall be made by the client in writing via e-mail or fax to Dimalachite River Lodge and shall only be affective on the date of actual receipt by our booking office.

The following cancellation fees shall be applicable:

60 days or more notice 95 percent of the payments made shall be refunded.
50 – 59 days notice is given 75 percent of the payments made shall be refunded.
40 - 49 days notice is given 50 percent of the payments made shall be refunded.
30 - 39 days notice given 25 percent of the payments made shall be refunded.

No refunds shall however be made to clients who made bookings less than 30 days before arrival, nor shall refunds be given to clients who arrive or depart early, late or who do not show for a booking.

In event of a client during the course of a booking terminating it for whatever reason, no refund shall be made unless with the prior written approval of the owner of Dimalachite River Lodge.

Any cancellations made, in terms of these standard trading conditions shall be subject to an administrative charge, and this amount shall be deducted from the amount to be refunded: R150.00 per booking cancelled.