

Welcome to Dimalachite River Lodge
We wish you a wonderful stay!



Payment Terms & Conditions	
Booking Confirmation	<p>A deposit (50 % of total amount) is payable into the bank account indicated on your booking confirmation within 24hrs of booking. Please fax a copy of the proof of payment with your name and reservation number to 086 621 8333 or e-mail it to elmarie@dimalachite.co.za.</p> <p>Please ensure that you confirm the receipt of the proof of payment as we do not always receive faxes from the banks.</p> <p>Your booking may be cancelled without notice should we not receive your proof of deposit within 24hrs of making a booking.</p>
Final Payment	<p>On single bookings, the final payment is payable on arrival.</p> <p>On group bookings the full/final payment is payable by EFT 14 days before arrival.</p> <p>On rafting bookings the full payment is payable when booking is done.</p> <p><i>We only accept credit or debit cards for transactions more than R250.00!</i></p>
Admin fee	<p>There is a once off R100.00 admin fee per unit payable on all accommodation bookings – no matter the period booked.</p> <p>This amount is only intended to cover admin cost like internet, telephone, correspondence, printing, security at entrance gate and boem etc.</p> <p>It is not intended as a key / breakage deposit or for cleaning, sorting dishes that were mixed between units or breakages.</p>
Key/Breakages Deposits	<p><i>On group bookings:</i></p> <p>You will receive the keys to your units upon arrival.</p> <p>A refundable key / breakage deposit of is payable.</p> <p>It is intended as a deposit on any breakage or the loss of equipment deposit as well as for sorting dishes or any other equipment that were mixed between units.</p> <p>If any equipment was swop between accommodation units and we had to sort it out, there will be a minimum amount of R200.00 deducted for this service. This amount may be increased.</p> <p>Please provide your banking details to reception in order for the deposit (less amount deducted if applicable) to be refunded to you within 14 days of departure.</p> <p><i>Note: Remember to return all keys before departing!</i></p>
Cancellation Policy & Procedures	<p>Please ensure that you follow the procedure below in the event of cancelling your booking.</p> <p>Cancellations must be done in writing and e-mailed or faxed to Dimalachite River Lodge. The effective date of cancellation shall be the date of receipt of notice.</p> <p>Refunds:</p>

	<ul style="list-style-type: none"> • 60 days or more – refund 95 % of the payments made • 50 – 59 days – refund 75 % of the payments made • 40 - 49 days – refund 50 % of the payments made • 30 - 39 days - refund 25 % of the payments • Less than 30 days – no refund • Refunds do not apply in the event of late arrival, early departure or no shows. • Refunds for cancellation during a visit, for whatever reason, is to the discretion of the owners of Dimalachite River Lodge. <p>Any cancellations are subject to administrative charges. These charges will be deducted from the refundable amount.</p>
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Arrival & Departure	
Check In	<p>Daily - 14:00 to 19:00</p> <p style="text-align: center;">Note: Our electronic gate closes at 19:00</p>
Check Out	<p>Chalets & Lodges: 11:00. You may however stay at the resort until 16:00.</p> <p>Camping sites: 13:00. If there is no booking for the site, you may stay until 16:00.</p>
Procedures when booking in on arrival	<p>Please report to reception on arrival. You will need all reservation documents and proof of payments. We will require your vehicle registration number as well as number of visitors (Adults & Children). Once you have made full and final payment (in cash) you will receive a permit to enter the resort. Security will require your permit if you want to exit or enter the resort during your stay.</p> <p>In the case of groups, the full payment must be made by the first person of the group arriving. You need to provide the office with a list of names and estimated arrival times for the rest of your group. All names should be provided to ensure entrance to the resort. Each party (vehicle) will receive a permit upon arrival.</p>
Procedure to Open The Entrance Gate On Arrival	<p>You will receive the code for the main gate before arrival – for all visitors safety please keeps it secret.</p> <p>You may use this code throughout the weekend. It will be changed periodically.</p> <p>There is also a number on the gate that you can phone to request the gate to be opened..</p> <p>We have a good Vodacom and Mtn reception, but a poor Cell-C connection</p> <p>Please call reception at 071 7153474 or 056 818 1860 to open the gate if you have a problem with the code.</p>
Group bookings	<p>In the case of groups, the full payment must be made by the first person of the group arriving – if full payment was not done 14 days before arrival.</p> <p>To streamline the book in proses please provide reception with a list of names and estimated arrival times for the rest of your group. Each party (vehicle) will receive a permit upon arrival. Groups are not allowed to take or swop any equipment between accommodation units. Groups must ensure that all equipment is in the right unit on departure.</p>

Accommodation & Facilities

Lodges & Chalets	<p>All Lodge units have a TV and satellite dish. You will however need to provide your own DSTV decoder, Smart Card and remote control. You will be provided with a TV remote control when you book in.</p> <p>Note: The Chalets are not equipped with TV's.</p> <p>Arrival: Check all equipment in the unit against the inventory list provided as well as the tidiness of the unit. Please report any shortages or untidy units to reception within an hour of your arrival. Failing to do so will result in all shortages being billed to you upon departure.</p> <p>You are responsible for the service of the unit during your stay. A cleaning service is available (first come first serve basis). You can make a booking at reception. The total cost for the duration of your stay will be supplied to you upon booking the service. You will be required to pay the full amount in advance.</p> <p>Departure: Check the equipment against the inventory list and report any shortages at reception. Shortages must be paid for before departure.</p> <p>Please ensure that the unit and all cutlery and crockery are clean upon departure.</p> <p>Note: Keys should be handed in at reception by no later than 11:15.</p>
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Camping	<ul style="list-style-type: none">• Please make use of only breathable mesh ground sheets.• Put up camp within your campsite's borders, failing which you might be asked to move your camp when your neighbours arrive.• We have staff that work very hard at keeping the ablution blocks clean. Please assist them in their task by leaving the ablution blocks clean after using them.•
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Kiosk	<p>Visitors have access to our kiosk that is stocked with most necessities, including cold drinks, ice creams, sweets, cold beer, charcoal, wood, fishing tackle, bait etc.</p> <p>Note: Cash only!</p>
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Resort Regulations

	<ul style="list-style-type: none">• No music or noise• No pets• No firearms• No motorbikes & quad-bikes• No fires on the ground, in dustbins or on the grass. Use the supplied braai stands.
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<p>General</p>	<ul style="list-style-type: none"> • Do not use wood from the veld or damage trees for firewood. • The speed limit in the resort is 20km/hr. Please drive safely in the camp. • Please stay between the borders of the resort during your visit. Do NOT enter other properties by climbing over or through fences. This is trespassing and it is a serious offence. • Management does not allow swimming in the river as it is extremely dangerous and illegal. • Use of the swimming pool or any other activity/facility is at your own risk. Group leaders must ensure that the pool is used in a safe way. • Small children must be supervised by their parents at the ablution facilities, swimming pool, Play Park and on the terrain. • The Jacuzzi operates during kiosk hours only. You can book a session at the kiosk. Booking beforehand is essential as the bath is refilled for every session. • Right of admission reserved. • Any person that acts outside of the rules of the complex and general social norms will be ordered to leave the premises without their monies being refunded.
<p>Buildings and Equipment</p>	<p>Please treat all lodge and chalet units, ablution blocks, communal buildings, facilities and equipment with respect.</p>
<p>Day Visitors</p>	<p>Day visitors have access to the resort from 08:00 to 18:00. Day visitors pay the normal day visit fee and must report to reception on arrival. A refundable deposit of R200.00 is charged per car. This deposit will be forfeited should visitors not adhere to the check-out time of 18:00.</p>
<p>Fishing</p>	<p>Fishing at Dimalachite is on a catch and release basis only. Guests staying in the lodges and chalets are required to book a campsite during school holidays and long weekends should they want to do fishing. The riverbank is quite steep therefore the use of a landing net with a long handle is recommended. Dimalachite management reserves the right to move your fishing site to a similar site should the need arise.</p>
<p>Activities</p>	<p>All activities like white water rafting, paintball target shooting and boat hire must be booked at reception. A deposit of is payable for the rental of the inflatable boats. This will be refunded upon returning the boat and equipment to reception.</p>

Indemnity

**ACKNOWLEDGEMENT OF AND CONSENT TO RISK -
EXCLUSION OF LIABILITY AND INDEMNITY:**

I acknowledge that I understand and accept the risks inherent in and incidental to all the activities offered by Dimalachite Partnership at their premises (“the activities”). Prior to taking part in these activities I have familiarized myself with the activities and with such risks.

By my signature hereunder, I warrant that I understand and consent to the risks as contained herein and any other risks resulting from my visitation and part taking in the activities. I confirm that:

1. I consent to such risks freely and voluntarily;
2. That at the time of consenting to such risks, I am capable of volition; and
3. I have full knowledge and am aware of the nature and extent of the potential harm and risks.

I hereby indemnify and hold blameless Dimalachite Partnership and/or its Partners and/or any one or more of its employees and/or the Landowner against any harm that may befall me or any damages I or any of my belongings may suffer as a result of any act or any omission of Dimalachite Partnership and/or its Partners and/or any of its employees and/or the Landowner and/or other person taking part in the activities and/or any visitor or person of the public or arising out of any cause whatsoever that may occur as a result of taking part in the activities and/or visiting Dimalachite Parys.

By my accepting this booking, I further waive any and all rights I may otherwise have had to institute a claim against Dimalachite Partnership and/or its Partners and/or any of its employees and/or the Landowner for any damages howsoever arising and from whatsoever cause which I may suffer.

I hereby indemnify and hold blameless Dimalachite Partnership and/or its Partners and/or any of its employees and/or the Landowner against any claim by my estate, trustees, beneficiaries, dependants or any other person who would be entitled to institute proceedings on my behalf for any loss or damages howsoever arising and from whatsoever cause.

Notwithstanding that which is contained hereinabove, no variation of this agreement will be applicable or enforceable unless reduced to writing and accepted by Dimalachite Parys.

I confirm that the conditions herein contained and/or any waivers herein contained and/or any acceptances herein contained are applicable not only to me but also to any minor children of whom I am the custodian and/or the guardian.

I hereby undertake to abide to all rules and regulations lay down by Dimalachite Partnership.

“Activities” as herein set out shall mean the utilisation of any accommodation and/or other facilities on the premises of Dimalachite Partnership, the taking part in any of the activities offered by Dimalachite Partnership amongst others but not limited to White River Rafting, Fire Walking, Rafting, Swimming, Foofislide and Paintball.

Enjoy your stay at Dimalachite!

Kind regards,

Dimalachite Management