

DE BAKKE SANTOS

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info@debakkesantos.co.za
www.debakkesantos.co.za

CAMPSITE RULES

The following rules relate to campers and visitors and must be adhered to at all times.

Arrival and entering the Resort

1. All campers and visitors must check in at the reception office on arrival.
2. Occupation of campsites is from 12pm on the day of arrival, to 10am on the day of departure. Departure time of 10am must be strictly observed.
3. No pets are allowed at the Resort.
4. A speed limit of 20km/hr applies throughout the Resort and will be enforced.
5. Pedestrians and children have right of way.
6. All vehicles must prominently display their gate pass at all times on the right hand section of the windscreen so as to be clearly visible to gate attendants and security guards.
7. All campers and visitors enter the Resort at their own risk and neither the Municipality nor Management is responsible for any damages or losses to the person or possessions of campers or their visitors.

Caravans and campsites

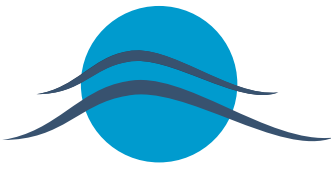
8. Camping is permitted only on registered and allocated sites. All vehicles, tents, caravans and paraphernalia must be kept within the boundaries of the allocated sites.
9. No parking on unoccupied sites is allowed. Unmanned vehicles found on unoccupied sites will be removed at owner's expense.
10. A caravan means any vehicle self-propelled or not which is permanently fitted out for use by persons for living and sleeping purposes.
11. Only fishnet type groundsheets are allowed.
12. Campers and visitors must bring their own braai equipment. Open fires on the ground are not permitted.
13. The tariffs in the campsites are applicable to a maximum of 6 persons (children included), 1 vehicle, 1 caravan and its attached tent. Campers shall be required to obtain prior written permission from Management for additional persons (maximum 2 additional people) and/or vehicles and/or tents on the site and to pay the requisite fees. Tariffs are subject to change.

Day visitors

14. Visitors of campers are restricted to 6 persons at any given time.
15. Day visitors must vacate the Resort by 11pm. Day visit passes are only valid to 11pm on the day of issue. Day visitors are not permitted to overnight at the Resort. Overdue day visit vehicles will be removed at owner's expense.

Conduct in the Resort

16. There must be silence in the Resort from 11pm to 6am so that campers can enjoy peaceful nights without disturbances.
17. Conduct of all persons must be reasonable and orderly at all times.
18. Campers are at all times responsible for the actions of their guests.
19. Any harmful, unsociable, unruly or destructive behaviour by any person or wilful damage to any property (including trees, installations and facilities) may be sufficient grounds to expel such person/s without compensation, to refuse to renew a booking or to accept an application form for another booking by the registered occupant of the site or his/her immediate family. It is expected of campers and their visitors that they behave in such a manner that respects the privacy, and possessions of all other people.
20. No parties or functions are permitted except by express prior written permission from Management. Without such permission the party or function may not take place. Permission will be at the discretion of Management.
21. In cases of any dispute between campers or guests who refer to Management for solution, the decision of Management will be final and accepted by all parties.
22. No person may hinder or prevent any employee from performing his/her duties at any time.
23. During any emergency all campers and their visitors are required to assist and co-operate with Management, security personnel, fire services, and a member of the SAPS or any other person in lawful authority.
24. Failure by campers or their visitors to comply with a lawful command will be sufficient grounds for expulsion from the Resort.



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Vehicles and gates

25. Visitors may be barred from taking vehicles into the Resort on certain days during the December/January period. Campers and their visitors are required to respect this ruling and to request whether if their visitors may take vehicles into the Resort in advance of the expected visit.
26. All campers are required to pay the stipulated daily fee for any day visitors' vehicles to enter the Resort.
27. Gates are open from 5am to 11pm only and will be closed from 11pm to 5am, with exception of the 24-hour motor gate. All after hours' entry is via the motor gate.
28. Entrance and exit is only through the gates. Climbing over gates and fences is strictly prohibited.
29. The staff gate is for staff use only. Unauthorized possession of gate keys is not permitted.

Bookings, extensions, shortening and cancellation rules, and prohibition on re-letting

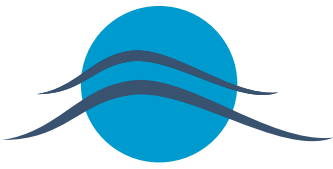
30. If a camper does not intend to arrive on the first day of a booking, Management must be advised in advance.
31. If a camper wishes to extend a stay, and the Resort is able to accommodate the request, extensions to bookings must be arranged with Management before 10am on the day of departure. No person may remain on a site after 10am on the day of departure without arranging and paying for the proposed extension.
32. Shortening of a stay must be arranged with the reception office in advance and shortening will be subject to the Resort's applicable minimum periods and cancellation policy.
33. The bookings of no shows will be cancelled at 10am on the day following the non-arrival, unless prior arrangements have been made; cancellation fees apply.
34. Sites may only be used by the camper who has booked and his/her family and visitors. Booked sites may only be transferred to a third party with prior written permission from Management. If sites are transferred to a third party without prior written permission from Management the booking will be cancelled and cancellation fees will apply.
35. Sites cannot under any circumstances be re-let. In these circumstances, the booking will be immediately cancelled, all funds forfeited and the third party will be denied access to the Resort.
36. Deposits are not refundable. If a deposit is not paid on time, a booking may be cancelled. Payment for bookings is strictly in advance.
37. For December/January rebookings please read the special rules that apply to deposit payments and cancellations.
38. Booking cancellation policy (excluding December/January rebookings):
 - a. If a booking is cancelled 6 days or less before arrival date, a cancellation fee of 100% of the total cost of stay is due.
 - b. If a booking is cancelled 7 to 21 days or less before arrival date, a cancellation fee of 50% of the total cost of stay is due.
 - c. If a booking is cancelled more than 21 days before arrival date, a cancellation fee of 25% of the total cost of stay is due.

General Rules

39. Water must be used sparingly and short showers taken.
40. Electricity must be used sparingly. All sites are provided with a 10amp electricity supply and campers must remain within the limits and not do anything to affect the supply in any way. Only electrical lights permitted, no candles and oil or paraffin lights are permitted.
41. The drains situated at the garden taps are "soak-aways" and not connected to the sewer system. Under no circumstances must left-over food or other scraps be washed down the drains as this causes blockages.
42. Campers must provide their own toilet paper, basin, bath plugs and all other personal hygiene items required by them.
43. The ablution blocks must be kept clean and used with due consideration to hygiene and the needs and comfort of other users.
44. Fireworks are strictly prohibited anywhere in the Resort.
45. Campers and visitors may not ask staff to wash dishes or do private work.
46. The right of admission to the Resort is reserved.
47. "Management" means Colosseum Hotel Management Company (Pty) Ltd, a member of Singer Group.
48. These rules must be read together with the booking cancellation policy (as stated on the booking confirmation and in rule 32 to 38 above) or with the rebooking cancellation policy (if a camper is rebooking for December/January).

Minimum booking periods

49. The minimum booking period requirement for all campsites is 25 nights for any booking which includes any day between 23rd December and 2nd January. The minimum booking period applies to both seafront sites and other sites. The minimum booking period may be changed by Management.



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**RULES FOR REBOOKING OF CURRENT SITE FOR THE FOLLOWING YEAR
(DECEMBER/JANUARY ONLY)**

If you have a reservation at De Bakke Santos during December/January you are entitled to rebook that site for the following year provided that you comply with the following criteria:

50. You make the rebooking during your stay (before your departure) at reception.
51. You pay a non-refundable deposit of R500 at the time of the rebooking.
52. You book the site for a minimum period of 25 nights or for the same period that the site was booked in the current year, whichever is the greater ("your minimum booking period").
53. Once booked, the period of stay may not be shortened, however minor date shifting, subject to availability and the duration remaining the same, may be permitted.
54. Pay the 2nd deposit of R2000 before 31st March.
55. All bookings with unpaid deposits will be cancelled on 1st April at 12pm.
56. Pay the full balance outstanding before 31st August.
57. All bookings with unpaid balances will be cancelled on 1st September at 12pm.
58. Deposits are not refundable and you pay the deposit/s with this knowledge.
59. You will not be entitled to rebook if you or any member of your family or your guest has been guilty of unsociable behaviour or has infringed the Resort rules in any way.
60. Payments may be made by cash, cheque, approved credit card or bank transfer. The onus is on you to ensure that a copy of the proof of payment is provided to the Resort office as soon as payment has been made. No post-dated cheques are permitted.
61. No refund will be considered for the shortening of any stay for less than your minimum booking period.
62. If you wish to rebook another site (not your current site), please advise Management who will try to accommodate your request if there is availability.
63. The onus is on you to make all payments on due date. If not, the booking will be cancelled, the deposit forfeited and other cancellation fees may apply.
64. Please note that the cancellation policy and penalties relating in this section regarding December/January rebookings, take precedent over any other cancellation policy (stated on the booking confirmation form or elsewhere in the Resort rules) does not apply to December/January rebookings.

Booking rates for December 2017 and January 2018 are as follows:

Seafront site: R620 per night

Other site: R495 per night