



Rules & Policies

Rules:

In order for everyone to be happy and enjoy their stay, it is essential that rules and regulations be followed. Our facilitators will go through the camp rules with the campers upon arrival.

Before arrival please take note of the following rules:

- a) No noise between 10pm and 7am. After 10pm is strictly quiet.
- b) No speakers and sound systems may be used.
- c) Consumption of alcohol is strictly prohibited amongst campers. Should any child be caught drinking or under the influence it will be their leader's responsibility to get the child's parent to collect him from Karee Krans. All paid moneys will be forfeited for those learner/s.

DEPOSITS:

- a) Booking deposits are to be paid as per the quotation accepted – this deposit will be offset against the final invoice. This payment secures your booked dates.
- b) Karee Krans may permit a client to do a smaller deposit for a certain period until the full 25% deposit can be paid. If the remainder of the 25% deposit is not paid by the required date Karee Krans reserves the right to cancel the booking. In this case the deposit already paid will be forfeited.

BOOKINGS:

- a) The full 25% deposit must be made to confirm a booking.
- b) Our minimum booking requirement is 20 people in the small venue and 50 people in the main venue. If the group is smaller than 20 in the small venue or 50 in the main venue, the client will still be invoiced for that number. This includes accommodation, meals and activities.
- c) Final numbers for your camp must be finalized at least 14 days before the camp. The invoice will be adjusted accordingly.
- d) Once final numbers are given and invoiced for, numbers can no longer be reduced. If there are extra people they can be invoiced for separately.
- e) Final payment is required no later than 7 days before camp.
- f) Should the final payment not be made within the deadline, late payment charges will apply and you may lose the booking should Karee Krans receive another booking in that time. In this case the deposit will be forfeited. Please see payments for more info.

REDUCING THE SIZE OF THE BOOKING:

- a) Reducing the booking means - when the camp is reduced by either reducing the number of people or shortening the duration of the camp.
- b) The client may reduce the booking up to 14 days before the camp starts. Thereafter the booking may no longer be reduced.
- c) Only groups larger than 20 people in the small venue and 50 people in the main venue may reduce their bookings.



- d) No refunds will be granted for non-arrivals or reduced numbers after the 14 day period before the camp or after payment has been made.

POSTPONEMENTS:

- a) Postponement of a camp is defined as: the arrangement for the camp to take place at a later date than the date at which it was originally booked.
- b) A postponement can only be made more than 60 days prior to the start of the camp.
- c) Once the postponement is confirmed, the original dates will be released and any liability for these dates would also be released. This means that you will no longer be booked for the original dates once your dates have been moved.

CANCELLATIONS:

- a) Once a deposit is paid, your camp is confirmed. Cancellation means that you no longer wish to come to Karee Krans on the dates booked.
- b) The client may cancel the camp on the following conditions:
 - 4 + months before stay date: 50% of all money deposited is refundable.
 - 60-120 days before stay date: 25% of all money deposited is refundable.
 - Less than 60 days before stay date: 0% of all money deposited is refundable.
- c) Should a booking be postponed within 60 days of the camp it will be treated as a cancellation and a new deposit would be required.
- d) Should a camp be cancelled after the full payment has been made, for whatever reason within or beyond their control, the client will forfeit the full amount and no refund will be granted.
- e) Should a camp be cancelled within 30 days or less before due date of arrival, not only will the deposit be forfeited but the client will also be liable for 50% of the remaining balance outstanding. This must be settled within 7 days of cancellation or the account will be handed over for collection. The client will be responsible for all collection costs.

PAYMENTS:

- a) No cheques will be accepted.
- b) There is a late payment charge of 5% per day if the final payment is not done at least 7 days before arrival.
- c) All payments must be settled and reflect in our account before access to the property will be given for the camp. Should payment not reflect in our account before arrival your camp will be forfeited and no refund will be given. Your account will be handed over and you will be liable for full payment. All collection costs will also be for your account.

CATERING:

- a) No self-catering is permitted.
- b) A menu can be requested, but must be requested at least 14 days before the event in order to be effective. Should we receive the completed menu later than 14 days prior to the event, we cannot promise to set the menu as per your desires as the shopping and preparations need to be done before your event.
- c) The menu choice is subject to availability of supplies, and in the event that certain supplies are unavailable, Karee Krans reserves the right to alter the menu to the next closest option.
- d) Changes made to the menu may carry additional costs.



- e) Our standard meal times are 07H00, 12H00 and 19H00. This may be changed upon request prior to the camp.
- f) Any meal before 07H00 or after 19H00 may at Karee Krans' discretion incur an extra charge for labour costs.

VISITOR CONDITIONS

Any person entering the campsite, but not sleeping over, is considered a visitor. Visitors are required to report to the office upon their arrival and pay in advance for their stay and their meals.

ARRIVAL AND DEPARTURE TIMES:

- a) Please note that bookings are given to the booking group from 14H00 on first night to 10H00 on last day unless lunch has been booked on the day of arrival or departure. In this case check in can be from 8am and check out up to 3pm.
- b) The client will be permitted to stay in the assigned rooms for the full period unless we have a booking coming in on the last day.
- c) If there is a back-to-back booking, we will require the client to ensure the rooms are vacated by 09H00 to allow time to prepare for the next group.
- d) Should the client require the site earlier, Karee Krans may be able to assist subject to availability. In such case, venues may be made available but the site may not be fully cleaned and set-up and therefore rooms may not be available until 14H00.
- e) Should the client desire to stay later than the stipulated times, this may be permitted by prior arrangement and subject to availability.
- f) Should the group vacate later than the times stipulated without such arrangement, a day's rate may be charged for each camper.
- g) **Arrival must be no later than 20h00 and no entry will be permitted after this time. Entry will only be allowed at 7h00am and any money paid for the first night will be forfeited by the client.**

SAFETY, SECURITY, DAMAGES AND INDEMNITY:

- a) Lifeguards at the pool are the client's responsibility. Swimming is not permitted without designated lifeguards / persons designated to keep a watchful eye over the children.
- b) Although our staff are trained in first aid, first aid remains the client's responsibility.
- c) Tampering with safety equipment is against the law (ie: the fire extinguishers) and will be subject to a fine of R500.
- d) The event organizers agree to take responsibility for their participants and duly indemnify Karee Krans against any loss, theft, damage, injury howsoever arising.
- e) The facilities are used at own risk, and all activities are done at own risk.
- f) Facilitators are responsible for guiding the activities and are only on duty during activity times. During meal times, free times and evenings the teachers / supervisors are responsible for the children.
- g) Teachers / supervisors are expected to go along on activities to help supervise the children and ensure safety.
- h) If there were any malicious breakages or damages caused by the campers, a fair repair or replacement value will be invoiced for. This invoice must be paid before departure.
- i) **All children and supervisors are required to bring along a completed indemnity form. This must be given to us upon arrival. Should anyone not have a completed form they will not be allowed to attend the camp and will be asked to leave. Transport costs will be the responsibility of the client and no refunds will be given.**



SITE LIMITATIONS:

- a) Please encourage campers to bring torches, as we do not permit candles in rooms for safety reasons.
- b) Our water pumps are affected by power surges from time to time. Should you experience a problem with no water pressure or cold water please notify us and we will attend to the problem immediately.
- c) There is a limit to the electricity supply to rooms if any appliance with heating elements such as heaters / hairdryers etc; are being used. This could result in an overload on the circuit, causing the power to trip.
- d) Sewerage: We have the French drain sewerage system and guests are requested not to flush foreign objects that could cause blockages. Unfortunately, many guests do not adhere to these rules and blockages do occur. We will attend to these as soon as we are notified.
- e) Please note that our cellular signal is intermittent with MTN and Vodacom getting much better signal than other networks. It is therefore recommended that supervisors bring along more than one sim card.

We look forward to having a great camp with you.

Karee Krans Management