



Reg no: 2016/308959/07

Moedwil, Rustenburg

www.kareekrans.co.za

083 239 5027

kareekransbookings@gmail.com

Karee Krans Policies

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.
- c) A key/breakage deposit of R2000 is required with the final payment. This money will be retained for 2 working days after each event. Should any keys not be returned, or if there were any breakages in the duration of the event, a fair repair or replacement value will be deducted from this deposit, and the remainder, if any, will be returned to the client. In the event that breakages are more than this deposit, the client will be invoiced accordingly and on receipt agrees to settle this invoice within 14days.

BOOKINGS:

- a) The full 25% deposit must be made to confirm a booking.
- b) Our minimum booking requirement is 25 people. If the group is smaller than 25, the client will still be invoiced for 25. This includes accommodation, meals and facilitation.
- c) If numbers change between the date of quotation and the date of the camp, this must be finalized at least 21 days before the camp. The invoice will be adjusted accordingly.
- d) Final payment is required no later than 21 days before camp during standard time of the year or 6 weeks before camp if your camp falls during December or Easter. After this payment has been made, numbers can no longer be decreased but may be increased.
- e) 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.
- f) Children aged 3 and younger stay for free provided that at least one parent is present on the camp for full duration.

REDUCING THE SIZE OF THE BOOKING:

- a) An event is described as reducing the booking when the value of the camp is reduced by either reducing the minimum number of people, or reducing the services to be supplied, or shortening the duration of the event, or supplementing services for cheaper services.
- b) The client may reduce the booking provided that at least 21 days' notice is given and the full payment has not yet been made.
- c) Only groups larger than 25 people may reduce bookings.
- d) No refunds will be granted for non-arrivals or reduced numbers after payment has been made.
- e) Self-catering is only permitted to groups of 60 people or more. Should a large self-catering group reduce to 60 people or less, they will have the option to either still pay for 60 people or reduce the number of people but include catering done by the venue.

POSTPONEMENTS:

- a) Postponement of a camp is defined as: the arrangement for the camp to take place at a



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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.

CANCELLATIONS:

- a) The client may cancel the camp and in so doing the following cancellation charges would be applicable:
 - 4 + months before stay date: 90% of all money deposited is refundable.
 - 60-120 days before stay date: 50% of all money deposited is refundable.
 - Less than 60 days before stay date: 0% of all money deposited is refundable.
- b) 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.
- c) Should a camp be cancelled after the full payment has been made, the client will forfeit the full amount and no refund will be granted.
- d) 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) Post-dated cheques and cheques from individuals will not be accepted.
- b) There is a late payment charge of 10% per week if the final payment is not done at least 21 days before arrival or 6 weeks before arrival if your camp is over Easter or during December.
- c) Should the final payment not be received 5 days before the camp is due to start the camp will be cancelled and the account will be handed to a collection agent. All collection charges will be added to the account.
- d) The full rate as per our rate sheet will be applied to these invoices and any discounts or concessions granted will be reversed.
- e) Bank charges for foreign currency payments and faulty cheques will be for the client's account.

CATERING:

- a) Self-Catering is permitted only to groups bigger than 60 people.
- 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 7 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 18H00, we allow for 19H00 on the night of arrival.
- f) Any meal service starting before 07H00 or after 19H00 may at Karee Krans' discretion incur an extra charge for labour costs.
- g) Should the self-catering client neglect to close the gas after use of the gas pot and the gas bottle runs empty the client will be charged R1000 for a gas refill. This will be taken from the deposit.



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VISITOR CONDITIONS

Any person entering the campsite to participate in your program, but not sleeping is considered a visitor. Visitors are required to report to the office upon their arrival and pay in advance (cash only) 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 12H00 on last day.
- 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 10H00 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 8h00am and any money paid for the first night will be forfeited by the client.**
- h) If arriving in separate vehicles, all vehicles are required to report to the office upon arrival.

SAFETY, SECURITY 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 R1000.
- 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) 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.**

13. 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.



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- 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 getting much better signal than other networks. It is therefore recommended that supervisors bring along more than one sim card.