

Section 38
Farm Buiskop
Eersbewoon Road (Off the R101)
Bela-Bela
0480

PO Box 804
Bela-Bela
0480

Tel: (014) 001 7014 /
073 040 6731 / 071 687 1046
Fax: 086 546 5791

Email: mmv@vea.co.za

Website: www.marulamountainvillage.co.za



TERMS AND CONDITIONS

(Please read our terms and conditions, to ensure a pleasant stay for everyone)

Thank you for booking at Marula Mountain Village Family resort.

Most important: Enjoy and relax – even if this means switching off your cell phone!

Arrival: Guests are welcome to book in between 2pm and 7pm on a Friday night. If guests want to book in after 7pm, special arrangements need to be made with reception. Reception hours during weekdays are from 7h30 to 16h30. Gate passes will be issued at reception on arrival and no vehicle will be allowed on the resort without a valid gate pass. Gate passes must be handed in before leaving.

Main gate times: 06:00 – 22:00. In case of an emergency, contact Tiaan on 082 787 6352 or Marthinus on 072 444 1952.

Cancellation Policy: Please note that cancellations or booking changes made prior to 7 days of arrival will be subject to a 100% and those prior to 14 days of arrival will be subject to a 50% cancellation fee of total accommodation. R200.00 admin & banking costs in the case of a refund. : **PLEASE ALSO NOTE THAT YOU WILL BE HELD RESPONSIBLE FOR THE FULL AMOUNT SHOULD YOU NEGLECT TO CANCEL YOUR PRELIMINARY BOOKING.**

Payments: A 50% deposit is to be settled with booking. Proof of payment needs to be faxed to 086 546 5791 or e-mailed to mmv@vea.co.za We appreciate full payments upfront to minimise administration costs. Please note that even though credit card facilities are available, debit card payments are preferable. We also accept cash and have internet access to do an EFT. **NO CHEQUES!!!**

Rates may change without prior notice.

CHALETS:

- **Arrival time: 14:00 (Arrange for early arrivals) – No refunds for late arrivals or early departures.**
- **Check-out time is strictly 10am on the day of departure to ensure enough time for room preparation before the next arrival. R50.00 per hour will be levied thereafter, or discuss with reception. You are however allowed to use the facilities until 16:00 - only by arrangement.**
- Keys must be handed in at reception on departure, or can be posted in the slot by the main door at reception.
- Chalets are fully equipped with crockery, cutlery and linen. No towels or swimming towels are supplied.
- Chalets must be booked for a two-night stay over a weekend and a three-night stay over a long weekend.
- A portable braai will be available at your chalet. Fires may only be lit in braai units; must not be left unattended; and must be properly extinguished after use.
- **Cleaning of rooms:** Please inform reception if you require room service, which includes re-making the bed, cleaning the kitchen and bathroom. A fee of R50 is applicable for all units (**except Opstal & Marula House**), payable at reception. The staff has a set of keys which allows guests to lock their rooms. Cleaning of rooms will take place until 12:00. If cleaning staff are not allowed to clean the room before then, staff will not be held responsible for cleaning the rooms.
- **Smoking:** **Guests are welcome to smoke outside but please not in the rooms, restaurant and ablutions.** We ask that you please take this into serious consideration. Please adhere to this request at all times.

CARAVAN PARK:

- Speed limit: 20kph. Be aware of pedestrians. **DEAD SLOW** in camp – children and elderly people have the right of way.
- Only one vehicle per stand allowed. R30 per night will be charged for an additional vehicle.
- Visitors by agreement only at extra cost. (R30 per person).
- Gathering of wood from boiler or anywhere else is prohibited. Wood is for sale at reception.
- **GROUND SHEETS:** **Only open weaved groundsheets to be used at all times – NO SOLID sheets or shade nets will be allowed as groundsheets.**
- Ablution facilities are regularly cleaned by Marula's staff. It is good manners to leave the ablution as one would like to find it! Children under 10 years of age are not allowed without adult supervision.

Medical assistance and emergencies: Please call any staff member if you require assistance.

TROMAR Ambulance Services – 082 584 1690 / 072 276 2978

Ambulance – 014 736 2697 / 10177

Drs Coertze & Ass – 014 736 2290

Bela-Bela Provincial Hospital – 014 736 2121

Police – 014 736 9700 / 10111

Noise: Please take other guests into consideration as they have paid the same rates as you. At all times music, radios, TVs must be played so that only you can hear them. If your neighbour can hear it, it is too loud. We kindly but seriously request guests to behave and act considerate (no shouting or foul language allowed). After 23h00 all should be quiet and music turned off. If you should fail to adhere to this

Management has the right to request you to vacate our property with immediate effect.

Swimming pools and play park area:

- Bottles, glasses and smoking are not permitted in swimming pools.
- Trampolines: No shoes on trampolines. Only one at a time.
- Parents please take care of small children.

No pets of any type are allowed, not even the cute ones!

Wild animals are dangerous, please don't touch or feed them. Also note that snakes are found in this area.

In case of an emergency, please contact Tiaan on 082 787 6352 or Marthinus on 072 444 1952.