

Ouplaas Campsite's: Booking Terms and Conditions:

The following Terms and Conditions apply to all bookings (walk-in or pre-paid):

Damage / loss / death

It is a distinct condition of admission to Ouplaas Campsite that no responsibility will be accepted arising from a visit(s) howsoever caused:

- * For any death, injury or illness sustained or suffered by any person.
- * For theft/loss/damage to any property, whether allegedly due to the negligence of the employees/ personnel or arising from the use of any facilities supplied/ made available.
- * From any alleged defect in any utensil/equipment/services/vessel/vehicle.
- * From any other conveyance supplied/made available, or from any liquid/food supplied.
- * From any other matter arising, in any other manner and from any other cause whatsoever.

Do's and don'ts

The following rules apply to all visitors to ensure their safety and the sustainable use of the environment:

- * Pets are not allowed
- * No littering - litterbugs are not welcome here! Make it your mission to pick up any litter, even if it is not yours and correct anyone you see littering
- * Keep your braais to the braai areas allocated per camping site – You are camping within a fire sensitive area in the Cederberg Wilderness area.
- * Do not pick, hurt or destroy anything in and around Ouplaas Campsite and the working farm.
- * Keep to the paths and roads to prevent erosion and to avoid snakes
- * All buildings within the working farm area, except the office, are strictly out of bounds
- * Keep noise levels down – from 10 pm
- * Use water sparingly
- * Smoking is not allowed in the buildings, and it is a fire hazard on the farm - throw your cigarette butt in the braai's and not all over the camping grounds.
- * Arrival and departure times must be adhered to in order to give the staff time to prepare the campsite for the next group/ campers.

Making a booking

Bookings are taken from the first working day in January in the calendar year of the groups.

Groups are required to pay a non-refundable deposit to secure a booking.

Booking fees & cancellation of provisional bookings

Right of admission is reserved. **All bookings are made on a first-come-first-served basis only. (No exceptions will be made)** Ouplaas Campsite only confirms booking on receipt of proof of full payment by the deadline-date as specified on the provisional booking. It remains the client's

responsibility to ensure that the proof of payment (ie deposit slip of internet bank confirmation) is received by the booking office. Ouplaas Campsite reserves the right to cancel the booking if only partial payment is received, or should the proof of full payment not be received by the specified deadline date. Any money paid in by that date will be kept as credit for the customer for a 6-month period only, after which the money will be forfeit and automatically become a Ouplaas Campsite donation.

Cancellation of confirmed bookings

All booking cancellations and rescheduling are subject to the rescheduling terms as well as the following:

1. Confirmed bookings cancelled/rescheduled **15 days of more** in advance of arrival date can be
 - * refunded 75% of deposit if full deposit was paid (a minimum of 25% of the full booking value is forfeit to Ouplaas Campsite), or
 - * rescheduled (within 6 months of original booking)
2. Confirmed bookings cancelled/rescheduled **14 to 6 days** in advance of arrival date may not be refunded, but may be rescheduled if Ouplaas Campsite is able to make an alternate booking in its place (partial booking rescheduling is not allowed in this case) – if not, money is forfeit.
3. Confirmed bookings cannot be cancelled or rescheduled **5 days of less** in advance of arrival date and the money paid is therefore forfeit.
4. Bookings cannot be rescheduled or refunded should guests choose to leave earlier or arrive later than expected due to illness, emergencies, change of plans etc.
5. Should Ouplaas Campsite cancel a confirmed booking for any reason (e.g. weather conditions etc), the guest has the option to reschedule (within 12 months of original booking) or receive full refund.
6. All bookings must be cancelled in writing.

Rescheduling

Ouplaas Campsite reserves the right to deny access or to evict guests who do not adhere to the rules and regulations. Money paid for these bookings will be forfeit.

These rules include, but not limited to the following:

- * No Pets allowed
- * No removing, damaging or disturbing of fauna or flora
- * Rowdy or unwanted behaviour
- * Exceeding the guest quantity of booking