

# **BUSHMAN'S ROCK COUNTRY LODGE**

## **TERMS, CONDITIONS, HOUSE RULES & INDEMNITY**



ACCOMMODATION, FUNCTIONS, CONFERENCE,  
TRAINING GROUPS & TEAM BUILDING  
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Dear guest

PUBLISHED DATE : 09 MARCH 2022

Complying with this terms, conditions & house rules is a requirement at Bushman's Rock. Failure to adhere, may result in penalties such as eviction or extra charges to your credit card. **IN MAKING ANY BOOKING WITH US, OR USING ANY FACILITY WITH US, OR STAYING IN A ROOM/UNIT, YOU ARE TAKEN TO HAVE ACCEPTED THESE TERMS AND CONDITIONS AND ARE LEGALLY BOUND BY IT.**

### **1. GENERAL REQUIREMENTS**

All Guests (and any visitors) must comply with all terms, conditions, house rules and any other instructions during their stay.

### **2. LEISURE / PRIVATE BOOKINGS**

- Please check expiry date on quotes.
- A Quote is not a booking - We do not make or accept provisional bookings.
- **OUR REQUIREMENTS ON YOUR ACCEPTANCE OF QUOTE :**  
PLEASE EMAIL **ONE PAGE DOCUMENT** WITH : PROOF OF PAYMENT, COPY OF ID, COPY OF FRONT AND BACK OF CREDITCARD to [reception@bushmansrock.co.za](mailto:reception@bushmansrock.co.za) (refer to point 6)
- **NO BOOKING WILL BE CONFIRMED UNTIL WE RECEIVED REQUESTED DOCUMENTATION.**
- IN THE EVENT THAT GUEST DO NOT HAVE A CREDITCARD, A R500 CASH BREAKAGE DEPOSIT IS COMPULSERY BEFORE CHECK-IN, PAYABLE IN CASH OR WITH CREDITCARD. PLEASE PROVIDE YOUR BANKING DETAILS ON CHECK-IN FORM FOR REFUND OF DEPOSIT PAID.
- 50% deposit to confirm booking - Balance 7 days prior to check-in date.
- If reservation is 7 days and less before check-in date – 100% payment to confirm the booking.
- Proof of payment to be emailed to [reception@bushmansrock.co.za](mailto:reception@bushmansrock.co.za) with quote/invoice number as reference.
- In the event of cancellations : 60 days and more – 100% less R250 admin fee PER ROOM / 30 days – 50 % less R250 admin fee PER ROOM / 14 days & less – No refund.
- We do not accept cheque deposits.
- R250 will be charged for lost room keys.
- Own liquor will only be allowed for usage in rooms/units as this is a licensed premises.
- In all other areas liquor needs to be purchased at the restaurant.

### **3. CORPORATE BOOKINGS (CONFERENCE/TEAMBUILDING/FUNCTIONS)**

- Please check expiry date on quotes.
- A Quote is not a booking - we do not accept provisional bookings.
- 50% deposit to confirm booking - balance 7 days prior to check-in date.
- If reservation is 7 days and less before check-in date – 100% payment to confirm the booking.
- Proof of payment to be emailed to [reception@bushmansrock.co.za](mailto:reception@bushmansrock.co.za) with quote/invoice number as reference.
- We do not accept cheque deposits.

- Final total number of delegates must be confirmed 7 days prior to event date.
- Final total of delegates confirmed will be catered and charged for.
- If full payment were made before the 7 day confirmation period, and quantities changed, the difference for the guests cancelled will be credited on a beverage account.
- Any vandalism/damages/breakages on premises or rooms will be for the companies account.
- NO refunds or credits will be done on confirmed quantities, after the 7 day confirmation period.
- NO credit or refund will be given to delegates not showing on the event date.
- NO refunds or credits will be done on cancellations.
- Wireless internet access available for conference purposes only.
- NO own liquor will be allowed – R2000.00 fine will be added to companies account.
- Food provided during meal times may not be taken as "take-away".
- All food and beverages need to be consumed in restaurant area.
- Conference venue hours 08h00 to 17h00 – Bushman's Rock will grant one hour overtime free of charge until 18h00 – Thereafter overtime of R1250 per hour (or part thereof) is applicable, and will be added to companies account.
- All arranged bar tabs must be settled at restaurant on day of departure.
- If invoice did not include barman & waiter charges, 10% of total of beverage account will be added to the bill as compensation.
- Silence on lodge premises from 22h00
- Please note that bar closes at 23h30 unless arranged otherwise.

#### **4. NOISE AND THE NEIGHBORHOOD**

- Guests are fully responsible for the safety and security of their children at all times, as well as any disturbance caused to other residents on the lodge and in the neighborhood.
- Guests and visitors must keep noise to a minimum as not to disturb the occupants of neighboring rooms, especially during nighttime hours, and upon arrival and departure.
- Excessive noise is prohibited at all times and may result in eviction.
- No own music is allowed at rooms, braai area, swimming pools or anywhere on lodge premises.
- Please keep voices down, no screaming or shouting.
- You agree to behave in a civilise manner while you are on our site.
- We do not tolerate any abuse to fellow guests or staff.
- Any behaviour contrary to good morals and public order may result in us asking you to leave our premise immediately.
- If we ask you to leave our premise, you agree that we will not provide any compensation and that there will be no reimbursement for any amount that you have paid.
- THE RESORT OPERATES IN A TRANQUIL AND PEACEFUL ATMOSPHERE AND YOU ARE EXPECTED TO ACT IN A TRANQUIL AND PEACEFUL MANNER SO THAT ALL PERSONS, INCLUDING YOURSELF CAN ENJOY THE RESORT AND ITS FACILITIES.
- By entering the Resort, you understand, agree to and confirm you have read this noise level notice with its rules and the enforcement thereof that applies while you are on the Resort:
- NOISE
- No person may make, produce or cause a disturbing noise, or allow it to be made, produced or caused by any person, machine, device or apparatus or any combination thereof.
- No person shall operate or play, or allow to be operated or played, a radio, television set, drum, musical instrument, sound amplifier, loudspeaker system or similar device producing, reproducing or amplifying sound so as to cause a noise nuisance. This includes sound systems in vehicles.
- No person shall operate a vehicle if this may cause a noise nuisance (this includes all motorized equipment including motor bikes).
- ENFORCEMENT
- Noise – Depending on the circumstances:

- Management / Security of the Resort shall request you to immediately stop any disturbing noise or noise nuisance, that they in their sole discretion determine to be a disturbing noise or noise nuisance; and / or
- Should you refuse and/or abuse Management / Security, law enforcement shall be contacted and you shall be removed from the Resort; and / or
- Management reserves the right to without a prior warning contact law enforcement immediately.
- RIGHT OF ADMISSION
- The Resort reserves the right of admission and the right to revoke such admission. In the case your admission is revoked and you are asked to leave and you do not leave, you shall be trespassing and the Resort reserves the right to call law enforcement / security to remove you from the premises.

#### 5. VISITORS

- Guests (per room) are allowed a maximum of TWO visitors during their stay between 10h00 and 21h00 daily.
- Visitors to leave premises no later than 21h00, if not, overnight tariff will be applicable.
- Guests are responsible for ensuring maximum visitor numbers are not exceeded, and that visitors are complicit with these House Rules.
- Any day visitors must be **booked and approved in advance during the booking process** and are subject to an additional fee of R100 per person per day.

#### 6. ROOMS

- Please adhere to maximum occupancy per room/unit.
- You are solely responsible for the safety and protection of your personal belongings.
- Valuable items must not be kept in your room. We disclaim all liabilities for loss or damage or any personal items for whatever reasons.
- Please report any faults in room to reception or security on duty.
- Please do not use the following inside our accommodation at any time: Fires, stoves, portable heating or other similar equipment or other power-intensive equipment.
- If any items in the room/unit are damaged or missing during your stay with us, we will invoice you the cost of replacing the missing or damaged item(s) (Replacement Cost). If the Replacement Cost is less than or equal to R500, we will debit it to your credit card automatically. In making a booking with us, you authorise us to debit your credit card in such manner. We will send you an invoice detailing the cost so charged within 14 days of debiting your card. If the Replacement Cost exceeds R500, we will contact you first.
- Smoking and consumption of illegal drugs are not permitted anywhere on our site, including inside the accommodation that you are staying in.
- Smoking of Hubbly Bubbly inside room/units are not permitted. Any damages to carpets etc will be for your account.
- Smoking is not permitted inside any room/units. All rooms are non-smoking rooms.
- Smoking in room/unit will result in additional cleaning fee of R500.00 per room/unit.

#### 7. HOUSEKEEPING

- Be respectful of the people who clean your room. Remember that they have a lot of rooms that need to be serviced, and you don't want to slow them down.
- Never answer the door unless you are fully dressed.
- Don't get into a personal discussion with the housekeeping staff. If possible, leave the room when the cleaning staff arrives. If you can't, ask them to return later.
- Make their jobs as easy as you can. Before you leave the room for the day, put your dirty towels in a pile on one spot of the bathroom floor.
- Don't leave trash (beer bottles, wine bottles, cold drink tins, take-away packaging etc) lying around, please use dustbins in rooms provided.
- Please do not use laundry baskets as ashtray or dustbin.
- Please leave the room in a state that you would leave your own home, if not, an additional minimum cleaning fee of R500.00 will be charged.

## **8. FUNCTIONS**

- Parties and large gatherings of any kind are strictly prohibited.
- Any small gathering must comply with other rules set out regarding noise, neighborhood and visitor numbers.
- Only functions booked at lodge or restaurant will be allowed.
- No self-catering of food and beverages will be allowed

## **9. PARKING**

- Parking only allowed at designated parking bays.

## **10. ENERGY SAVING & LOADSHEDDING**

- Anytime guests leave their room/unit, it is their responsibility to ensure all windows and doors are closed/locked to maintain security and prevent rain and water damage.
- It remains the guests responsibility to switch of lights, air conditioning, fans, electronics such as televisions when not in use to promote energy saving. It is not permitted to leave the air conditioning on when guests are absent from the room/unit.
- In the event of loadshedding, please note that generator will not be switched on between the hours of 22h00 and 06h00 the next morning, unless otherwise pre-arranged and agreed upon.

## **11. SWIMMING POOLS**

- Swimming pools are only for use of overnight lodge guests using accommodation.
- Please bring own swimming towels, Bathroom towels are not to be removed from room for usage at swimming pools.
- Swimming before 06h00 AM is not allowed.
- Swimming after 21h00 PM is not allowed.
- Swimming pools may only be used from 06h00 AM to 21H00 PM.
- For safety reasons, it is not permitted to use any glassware in or around the pool area. Failure to comply with this rule will result in a fine.

## **12. RIVER, DAMS, BALCONIES AND DECK AREAS**

- Guests must supervise any babies and children at all times when visiting the Lodge or Restaurant.

## **13. SMOKING AREAS**

- Smoking is not permitted inside any room/units.
- All rooms are non-smoking rooms.
- Smoking of Hubbly Bubbly inside room/units are not permitted. Any damages to carpets etc will be for your account.
- Smoking is permitted on patio, braai and swimming pool areas only.
- Cigarette butts must be disposed of properly (containers provided on grounds or ashtrays) and not thrown on property grounds. Failure to do so will result in a cleaning fee charge.

## **14. PETS**

- Pets are not permitted.
- A talking parrot and the cutest little Yorkshire Terrier in a pink handbag are also regarded as pets.

## **15. BRAAI AREA**

- Braai facilities is only for use of overnight lodge guests using accommodation.
- Please leave this area neat and clean using the dustbin provided.
- All rules in Point no 2 is also relevant at braai area.

## **16. DAMAGES AND BREAKAGES**

- All damages and breakages must be reported to reception or security.
- To avoid damages and breakages, no item is to be moved from one room to another without prior agreement.
- Bathroom towels are not to be removed from room for usage at swimming pools.

## **17. CHECK-IN ARRANGEMENTS**

- Check-in from 14h00
- Late arrivals – Main gates are locked at 21h00 – Please call security to open - 060 982 3168.
- Early check-in needs to be confirmed at reception beforehand.

## **18. CHECK-OUT ARRANGEMENTS**

- **Check-out is strictly at 10H00.**
- **Strictly NO swimming, picnic, gatherings or braai allowed after check out at 10h00.**
- Please hand in keys at reception or security on departure.
- Please hand in keys before having breakfast at restaurant.
- Do not leave room keys in door when checking out.

## **19. EMERGENCY CONTACT DETAILS**

- Emergency cellphone number daily until 20h00 - 082 876 1621
- Emergency number after 20h00 – 060 982 3168 - Security at main gate

## **20. COMPLIANCE**

- Breach of any of these house rules is a breach of the terms and conditions of occupancy.
- The owner or manager reserve the right to terminate permission to occupy and to evict from the lodge premises, any guests or visitors who refuse to follow these House Rules or who cause a nuisance to neighbors or other residents of the lodge.

## **21. PHOTOGRAPHY**

- We occasionally take photo and record video at our site for marketing and promotional purposes, including using it on our website and social media. You acknowledge that such photo and video may include you or your guests during your stay at our site. You consent to their use for our marketing and promotional purposes, and you release us from any claim from you or anyone else arising out of the use of the photo and video. We will use our best endeavour to ensure that your privacy is not compromised.

## **22. BOMA RIVER LAPA / CALABASH RIVER FUNCTION VENUES**

- Private venue fee applicable
- To provide namelist of guests attending two days before function date, for security purposes.
- Maximum of guests are allowed as per list provided.
- No self-catering of food and beverages will be allowed.
- Only in-house DJ allowed.
- No own music allowed - strictly no loud music.
- Tables & chairs supplied
- Swimming pools available for overnight guests only
- Visitors attending function, but not using accommodation, to leave premises no later than 24h00.
- Please be aware of fire danger at all times.
- Please leave lapa in the state that you found it.
- Departure no later than 24h00.
- No parking allowed on grass.
- No spinning, racing or reckless driving.
- No fighting & screaming allowed.
- Please note that other guests are also using our facilities – therefore no loud music.
- Any rubbish/broken glass/bottles etc – please use dustbins provided.
- Do not leave children unattended.
- Use of this facilities at own risk.
- Please adhere to this rules to avoid unpleasantness. If not adhered to, security will ask you to leave the premises.

## **23. MODIFICATION OF TERMS AND CONDITIONS**

- We may change or add to these terms and conditions at any time, and the new version of these terms and conditions will be published on Our Website. Unless otherwise stated, the version of the terms and conditions on Our Website will apply automatically to all customers from the time it is published.

#### 24. INDEMNITY

- **In making any booking with us, or using any facility with us, or staying in a room/unit, you are taken to have accepted these terms and conditions and are legally bound by it.**
- You are agreeing to this indemnity not only on your behalf but also on behalf of all other persons visiting the premises of Bushman's Rock Country Lodge and/or occupying any of its rooms as a result of your presence at the lodge and/or your completion of the registration process on their behalf.
- You represent and agree that you are duly authorized to bind the members of your party to the conditions contained in this form.
- You and the members of your party have arranged your own insurance for all risks or losses that may arise during your stay at Bushmans Rock in such amounts as you may require.
- You and each of the members of your party absolve Bushmans Rock Country Lodge, its owners, operators and staff, from any liability to any of you (whether jointly or individually) from any cause whatsoever or based on any ground of liability whatsoever, whether such liability is strictly imposed (i.e. liability without fault being established), arises as a result of a breach of contract on the establishment's part, or is due to the negligent or reckless conduct of the establishment or as a result of any of the already mentioned conduct, theft or any illegal act on the part of the establishment's employees or any other persons for whose actions it may be held liable as a result of their employment with the establishment.
- You indemnify and hold the establishment harmless against any claims instituted against the establishment by any of the members of your party (whether jointly or individually) which are based on any of the forms or grounds of liability set out in clause 4 above.

BY ORDER, MANAGEMENT, BUSHMANS ROCK