

GARDEN ROUTE DISTRICT MUNICIPALITY
RESORTS
ACCOMODATION, BOOKING AND CONCESION POLICY
JULY 2020

1. IN SEASON AND OUT OF SEASON

1.1 **IN SEASON**: refers to Western Cape school holidays, as well as, public holidays and all long weekends outside Western Cape school holidays.

1.2 **OUT OF SEASON**: Western Cape school terms.

2. RESORT RATES

2.1 All rates include VAT.

2.2 Rate increases after the date of the booking and prior to arrival will be levied and are payable.

2.3 Rates are adjusted annually when the Budget is approved by Council.

2.4 Rates per caravan and/or tent sites are per site per night to a maximum of 6 persons.

2.5 The number of guests is limited to the number of beds per chalet.

3. BOOKINGS

3.1 Bookings will be allocated in order of date and time received.

3.2 Electronic as well as hard copy and personal bookings at the Resorts are acceptable.

3.3 Bookings for Swartvlei and Victoria Bay Caravan Parks for the December and January period of the following year shall;

3.3.1 Applications opens on 15 January at 07h30 of that year;(Disadvantage groups must be included 30%)

3.3.2 Give preference to bookings of 10 days and longer.

3.3.3 Make allocations by 28 February

3.3.4 A 50% deposit to secure the booking is payable by 31 May

3.3.5 The balance is payable by 31 July the same year.

3.3.6 Unsuccessful booking applications will be added to a waiting list in order of date and time received.

4. ACCOMODATION CANCELLATION BY GARDEN ROUTE DISTRICT MUNICIPALITY

4.1 Garden Route District Municipality reserves the right to cancel any accommodation if the Resort is needed to address National, Provincial or Local disaster occurrences or events.

4.2 Cancellations will be done in advance as soon as the occurrence and or event becomes known.

4.3 Full refunds for the accommodation (**only**) will apply if accommodation is cancelled under such circumstances.

5. CONCESSION

5.1 Concessions are only available out of season and are subject to availability.

5.2 All concessions will be administered through Council's hospitality booking system.

5.3 A 15 % concession is available to tour operators and groups provided that they occupy 10 chalets and or camping sites or more if requested and approved by executive manager.

5.4 A 15 % concession is available to youth and other vulnerable groups affiliated to recognized community based organizations

5.5 A 20% concession is available to senior citizens

5.6 A 20 % concession is available for events provided the entire resort is booked.

5.7 A 20 % concession is available to schools.

5.8 A 20 % concession is available to church groups.

5.9 A 30 % concession is available to Councilors and staff members.

6. CONFERENCE HALLS

6.1 The rate applies to the hall and conference facilities and provides for the use of the kitchen.

6.2 Use of the conference hall for recognized Council activities is free.

7. BREAKAGE DEPOSITS

7.1 Chalets: R300 paid on arrival and refunded on departure where applicable.

7.2 Conference facilities and/or kitchen: R300 to be paid on arrival and refunded on departure where applicable.

8. DEPOSIT

8.1 An 80 % deposit is payable within 14 days for advance bookings.

8.2 When a reservation is made less than 48 hours prior to arrival the full amount is payable immediately.

8.3 If deposits are not paid as stipulated the reservation will be cancelled.

8.4 All bookings to be paid in full one month prior their stay.

9. CANCELLATION OF BOOKING AND REFUNDS

9.1 Accommodation fees may be refunded on receipt of a request and approval by manager Property section. (Property manager may reject on his discretion any booking.)

9.2 A refund form as well as an Application for Creditors Account form stamped by the applicable bank must be completed and returned before any refunds are made.

9.3 The following refund principles are applicable:

9.3.1 Less than 72 hours: 0 % refund of the fees paid.

9.3.2 Less than 14 days: 25 % refund of the fees paid.

9.3.3 Less than 1 month: 50 % refund of the fees paid.

9.3.4 More than 1 month: 90% refund of the fees paid.

10. ARRIVAL AND DEPARTURE TIMES

- 10.1 Clients must vacate the accommodation by 10h00.
- 10.2 Arrivals shall be accepted from 14h00.

11. MONTHLY TARIFF

- 11.1 Monthly tariffs are only available out of season.
- 11.2 Persons wishing to occupy chalets and/or caravan/camping stands for periods of one month or longer will qualify for a rebate of 20% during the out of season period.
- 11.3 Rental is payable monthly in advance.

12. DAY VISITORS

- 12.1 The use of residential facilities is off limits to day visitors.
- 12.2 To ensure the safety of day visitors the number of day visitors to Calitzdorp Spa and De Hoek Mountain Resort are limited as follows:
 - 12.2.1 Calitzdorp Spa: 150 day visitors.
 - 12.2.2 De Hoek Mountain Resort: 100 day visitors.

The Municipal manager may allow a discounted rate in writing to the Executive Manager Development and Planning (MR L Menze) for execution.