



Accommodation, Bookings and Concession Policy

1 July 2022 – 30 June 2023

Approved: 22 June 2022

Council Resolution: H.4



CONTENTS

ABBREVIATIONS	3
GLOSSARY OF TERMS.....	3
1. INTRODUCTION	3
2. RESORT RATES	3
3. BOOKINGS	3
4. ACCOMMODATION CANCELLATION BY GARDEN ROUTE DISTRICT MUNICIPALITY	4
5. CONCESSION	4
6. CONFERENCE HALLS.....	5
7. BREAKAGE DEPOSITS	5
8. DEPOSIT.....	5
9. CANCELLATION OF BOOKING AND REFUNDS	5
10. ARRIVAL AND DEPARTURE TIMES	6
11. MONTHLY TARIFFS	6
12. DAY VISITORS	6
13. SPECIAL RATES	6
14. PETS (SEA BREEZE)	6

ABBREVIATIONS

EFT	Electronic Fund Transfer
GRDM	Garden Route District Municipality
STO Rates	Standard Tour Operator Rates, similar to concessions
VAT	Value Added Tax

GLOSSARY OF TERMS

In Season refers to Western Cape school holidays, as well as, public holidays and all long weekends outside Western Cape school holidays.

Out of Season Western Cape school terms

1. INTRODUCTION

This Policy provides procedures and rules relating to accommodation, bookings and concessions at Resorts and Caravan Parks of the Garden Route District Municipality (GRDM). Resorts and Caravan parks owned and managed by the GRDM include Calitzdorp Hot Springs, De Hoek Mountain Resort, Swartvlei Caravan Park and Victoria Bay Caravan Park. The two former resorts are located close to the R62 in the Klein Karoo, while the latter ones are located just off the N2 along the pristine Garden Route coastline.

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. Rate increases applied after the booking date, prior to arrival will not be applicable to clients who have already paid.

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, for two (2) people per site for a maximum of six (6) persons per site. Any additional person above the 2 people per site, will be charged extra as per the tariffs. For 4 people and additional persons up to 6 will be charged extra.

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

2.6 For long weekends, preference will be given to clients staying 3 nights or longer.

3. BOOKINGS

3.1 All bookings are required to be done electronically. Walk-in clients will be required to make use of the card facility and NOT electronic transfers.

3.2 Day visitors can be pay in cash, but it is preferred to be done by card.

3.3 Breakage costs have to be paid in cash at Calitzdorp Spa and De Hoek Mountain Resort.

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

3.5 Bookings for all resorts for the festive season from December until mid-January period of the following year shall;

- 3.5.1 Applications will be opened on 1 June at 07h30 and close on 30 June at 16h30. Allocations will be rotated each year. This is applicable to Victoria Bay and Swartvlei Caravan Parks.
- 3.5.2 First preference will be given to those who book for 25 days or longer.
- 3.5.3 Allocations must be made by 31 July.
- 3.5.4 A minimum of a 50% deposit must be made to secure the booking and the remaining balance is payable before 31 August.
- 3.5.5 Unsuccessful booking applications will be added to a waiting list in order of a date and time received.

4. ACCOMMODATION CANCELLATION BY GARDEN ROUTE DISTRICT MUNICIPALITY

- 4.1 Garden Route District Municipality (GRDM) 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 10% concession is available to tour operators (Standard Tour Operators – STO).
- 5.4 A 30% concession is available to youth and other vulnerable groups affiliated to recognized community-based organisations. These have to be approved by the Municipal Manager or any other delegated official.
- 5.5 A 30% concession is available to senior citizens (60 years and older).
- 5.6 A 10% concession is available for events provided the entire resort is booked. A once-off amount will be charged for electricity-usage. These have to be approved by the Municipal Manager or any other delegated official.
- 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 Councillors and staff members (only one concession per year. The Councillor or staff member must be present during the stay. Proof of employment will be required upon arrival.)

5.10 A 30% concession on special holidays (out of season) e.g. Valentines, Mother's, or Father's day.

5.11 60% concession for those who stay at any of the resorts for a month or longer.

6. CONFERENCE HALLS

6.1 15% discount applies to all the hall and conference facilities and provides for the use of the kitchen De Hoek Mountain Resort and Calitzdorp Spa.

6.2 Use of the conference hall for GRDM activities is free.

7. BREAKAGE DEPOSITS

7.1 Chalets: R300.00 (cash) paid on arrival and refunded on departure where applicable. These are applicable to Calitzdorp Spa and De Hoek Mountain Resorts.

7.2 Conference facilities and/or kitchen: R1000.00 (cash) to be paid on arrival and refunded on departure where applicable.

8. DEPOSIT

8.1 A 50 % deposit is payable within 14 days for advance bookings. The balance must be settled 72 hours prior to arrival at the Resort.

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.

9. CANCELLATION OF BOOKING AND REFUNDS

9.1 Accommodation fees may be refunded on receipt of a request and approval by the Manager: Projects, Properties, Facilities & Resort Management. (Manager: Projects, Properties, Facilities & Resort Management may reject on his/her 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. The refund period will occur between 60 and 90 days.

9.3 No cash refunds will be done by any of the accommodation facilities of the Municipality.

9.4 Credit on early departure bookings will not be transferred to other dates and the cancellation policy will apply.

9.5 The following refund principles are applicable:

- 9.5.1 Less than 72 hours: 0 % refund of the fees paid.
- 9.5.2 Less than 14 days: 25 % refund of the fees paid.
- 9.5.3 Less than 1 month: 50 % refund of the fees paid.
- 9.5.4 More than 1 month: 90% refund of the fees paid.

10. ARRIVAL AND DEPARTURE TIMES

- 10.1 Guest must vacate the accommodation/sites before 10h00 at Calitzdorp Spa and De Hoek Mountain Resort.
- 10.2 Arrivals shall be accepted from 14h00 at Calitzdorp Spa and De Hoek Mountain Resort.
- 10.3 Arrivals shall be accepted from 11h00 at Victoria Bay and Swartvlei Caravan Parks.
- 10.4 No arrivals will be accepted after business hours (16:30) at Swartvlei and Victoria Bay during weekdays.

11. MONTHLY TARIFFS

- 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 discount of 60% during the out of season period. This is applicable to all clients / only one discount applicable per booking/visit)
- 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 to the following:
 - 12.2.1 Calitzdorp Spa: Maximum of 250-day visitors in and out of the season.
 - 12.2.2 De Hoek Mountain Resort: Maximum of 100-day visitors, in and out of season.

13. SPECIAL RATES

- 13.1 Special rates requested for groups during the Western Cape school holidays can be forwarded to the Manager: Projects, Properties, Facilities & Resort Management (passmore@gardenroute.gov.za) for approval.

14. PETS (SEA BREEZE)

- 14.1 The Sea Breeze site at Victoria Bay Caravan Park will allow pets (cats or dogs) as well as Swartvlei Caravan park during out of season periods.

14.2 A maximum of two pets are allowed per booking.

14.3 Pet owners should provide the following:

14.3.1 Vaccinations and anti-rabies certificates must be valid.

14.3.2 Pet's bed.

14.3.3 Pet's fence/crate/stroller/carrier.

14.3.4 Disposable bags.

14.3.5 Scratch pole for cats whose claws are not trimmed.

14.4 Pets must be leashed when outside the chalet or tent.

14.5 All pets must be clean, well-groomed, and completely.

14.6 No aggressive pets are allowed on the premises and they must, therefore, be well-socialised.

14.7 Guests accept full responsibility for any liability arising from my pet (pet damage or personal injury to the site, employees, guests, third parties or property).

14.8 No pets are allowed be left alone unattended in vehicles.

14.9 No pets are allowed on furniture owned by the Municipality.

14.10 Understand that my dog is NOT PERMITTED on the beach, however they are allowed on the sidewalks of the beach areas but must be on a leash.

14.11 No pets are allowed on any of the other sites of Victoria Bay Caravan Park.

14.12 Only pets of 34 kg and lower are allowed at our resort.