

## Camping terms and conditions:

*For the safety of yourselves and others, please ensure that you are not, or have not been, in contact with anyone, showing Covid-19 symptoms before visiting.*

### **Payment:**

A 50% deposit is required to confirm all bookings.

A 100% payment of booking fee is required, if arrival is within 14 days.

Proof of payment must please be send to [heuwelsig@gmail.com](mailto:heuwelsig@gmail.com)

No booking will be deemed confirmed until the deposit has been received.

### **Camp & Gazebo:**

- No pets allowed.
- No ground or pitch tents allowed.
- No children under 6 years of age allowed.
- No loud music and noise allowed.
- No day visitors allowed.
- Speed limit 20 km/h

No parking under the gazebo's please.

Please do not tie any ropes to the wooden structures for the plants. It's not strong enough to hold, in the wind.

Please do not pore hot water on the grass. It will leave the grass with dead yellow patches.

Please do not walk through other people's campsites.

Kindly let us know if you will be expecting any guests. Please advise guests not to walk around.

We have two resident border collies on the farm. (Gemma and Oreo) Do not feed them any treats and keep small children away. They are friendly, but gets nervous around small children.

We recycle. Please find color bins by the entrance gates.

### **Arrival and Departure:**

Check-in: 14:00- 18:00 (late check-in should be arranged in advanced and early check-in will only be consider, if there were no campers the night before.)

Check-out: 11:00 promptly (late check-out will be charged, R100 / hour)

**NOTE, we do not have a reception.** Check-in's to be completed on-line via WhatsApp. (A link will be send.) Please complete the guest registration and Covid screening before arrival.

### **Remotes and keys:**

Each campsite will be issued with a remote for the electrical gates. Please make sure to leave the remote & keys, on departure.

You do not need the remote to exit the gates. Sensors under the paving will open the gates.

Leave key on departure on the key hook under the gazebo.

**Ablutions:**

Each campsite offers a private ablution during your stay. Number of your ablution, are on the back of your key holder.

**Eco Swimming Pool:**

Adults should accompany children at all times. No diving or jumping.

No smoking at the pool & dispose of cigarette buds, in the bins provided at each campsite.

No glasses or glass bottles are allowed at the pool.

No more than 6 people are allowed at the pool, at any given time.

Pool hours: 08:00 - 18:00 daily.

**Cancellation Policy:**

Please note that all refunds are subject to a 15% handling/ administration fee, of the full value of your stay and will be charged to you / deducted from your deposit in the event of any cancellation.

15 to 30 days before arrival – 100 % of deposit

14 days or less before arrival – 100% of the booking fee.