



## **Dear Campers @ Franschhoek Camping**

**It is indeed a pleasure to welcome you at Franschhoek Camping.**

**Please familiarize yourself with our rules 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:**

**NOTE: We do not have a reception or office.**

- Check-in's to be completed on-line via WhatsApp. (A link will be sent.) Please complete the guest registration before arrival.
- **Campers arriving without a reservation. Please send WhatsApp with your name, surname and email to +27 (0) 82 959 5836.**

### **Camp & Gazebo:**

- No pets allowed.
- No ground or pitch tents allowed. (Must be able to water the grass during your stay.)
- No children under 6 years of age allowed.
- No loud music and noise allowed.
- **Speed limit: 20 km/h on the whole property.**
- No parking under the gazebo 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 pour 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.

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

**Do not feed the chickens either!**

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

### **Wood:**

- **Wood's for sale.** Basket @ R50.00 Bag @ R100.00
- Working on an honesty system.

### **Complimentary Wifi:**

- Please note, that contrary to most European and American regions, South Africa's wireless broadband and fiber, has limited capacity and is dependent on connection and speed of service providers. Please use one device per campsite.
- Camping Hotspot: Password: 12345abcde

Please contact us on WhatsApp if you need anything: 082 9595836

### Arrival and Departure:

Check-in: 14:00- 18:00

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

### Gates, 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.**
- The farm provides electrical fences and you are advised, to stay clear.

### Ablutions:

- We offer private ablution, (except when campers have arranged, to share ablution with family and friends.) The ablutions are cleaned between stays, to ensure all campers, a safe and enjoyable environment.
- Please lock your ablution for the duration on your stay.
- Number of your ablution, are on the back of your key holder.

### Eco Swimming Pool:

What is an Eco pool? Plants filter the pool to keep it clean. Water comes from a fresh mountain spring.

- **Please keep gates closed at all times.**
- **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.
- Pool is closed during winter months.

### Load shedding:

- Our electricity provider has scheduled load shedding (power failures) that may occur from time to time and normally lasts for 2.5 hours.
- This change for day to day. We will try and keep you informed.

### Springbok and Kwagga:

- **Please drive slowly past our animals as not to startle or scare them. Do not chase them or run after them and if you go for a walk, stay clear and keep in the roads.**

### 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 and deducted from your deposit in the event of any cancellation.

Forfeit 100% of Total booking, if guest cancel 7 days before arrival.

Forfeit 100% of Total booking, if guest cancel 14 days before arrival.

Forfeit 50% of Deposit, if guest cancels 21 days before arrival.

Forfeit 25% of Deposit, if guest cancels 30 days before arrival.

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