



## **GUEST AT FRANSCHHOEK CAMPING**

It is indeed a pleasure to welcome you at Franschhoek Camping. Please read the **Rules and Regulations** before you check-in.

### **GENERAL INFORMATION:**

Please note: Franschhoek Campsite is a Motorhome Campsite and we allow Small Caravans and Rooftop Tent.

### **ARRIVAL AND DEPARTURE:**

- **Check-in:** 14:00- 18:00 (Please arrange a late check in, in advance)
- **Check-out:** 11:00 promptly (late check-out will be charged another day)
- **Guests on request only!** Please, advise your guests not to walk around.
- **No children under 10 years** and they must be accompanied, by an adult at all times.
- **Your guests will be required to pay a visitor fee.** Per vehicle R100.00 entrance, R50.00 per person. Visitors cannot use the pool.

### **CHECK IN PROCEDURE:**

- **ALL GUEST NEED TO CHECK IN, ON LINE AND SIGN THE INDEMNITY FORM.**  
(Google doc. be sent on WhatsApp).
- Guests enter at own risk!
- **Campers arriving without a reservation.** Please send WhatsApp with your name, surname and email to +27 (0) 82 959 5836. Documentation will be sent for completion.

### **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 THE KEY HOOK on departure.
- **You do not need the remote to exit the gates.**
- Sensors under the paving will open the gates from inside.
- The farm is protected with electrical fences and you are advised, to stay clear.

### **PLEASE NOTE:**

- **We do not have a reception or an office.**
- All communication must be done on WhatsApp.
- **Payment: All outstanding monies must be paid before arrival.**
- Note: **International guest.** Contact us to make payment arrangement.

### **MINIMUM AND MAXIMUM STAYS:**

- **Week-end/ Saturday nights, require a two-night stay.**
- Maximum stay is strictly 7 nights only.
- **Maximum 2 adults per campsite and one camping vehicle per campsite.**

### ABLUTIONS:

- Number of your ablution are on the back of your key holder.
- **There is no housekeeping/ cleaning service during your stay.**
- **WATER IS DRINKABLE FROM THE TAP.** Straight out of a mountain spring.
- We offer private ablution. Camps 1,2,3,6,7,8,9 and 10.
- **Brooms and mobs** are outside for you to use, during your stay if needed.
- Please **lock** your ablution for the duration on your stay.
- Do not dispose of sanitary pads etc. in our toilets, we use septic tanks.

### CANCELLATION POLICY:

- **NO REFUNDS.**
- **NO RESCHEDULING ON ACCOUNT OF THE WEATHER.**
- No postponement/ rescheduling will be allowed, unless serious illness or death. Request for rescheduling will unfortunately, not be considered if requested less than **14 days prior** to the booking arrival date.
- Amendments to bookings will only be allowed, if to increase the booking period.
- Bookings over **long weekends** must be for the **entire duration** of the long weekend, or longer.
- **No refunds will be offered to those who have been evicted or choose to depart earlier.**

### GENERAL RULES:

- **NO GROUP BOOKINGS ALLOWED. (EACH THEIR OWN)**
- **No pets allowed.**
- **NO GROUND/ PITCH TENTS or ground sheets ALLOWED.** (Must be able to water the grass during your stay.)
- **NO MUSIC ALLOWED.**
- **NO NOISE ALLOWED.**
- No parties, bachelors or loud celebrations allowed.
- No loud talking or laughing after 22:00.
- No loud drunken, rowdiness, or aggressive behaviour, will be tolerated anywhere on the farm.
- Please consider other campers during your stay. **No entering or exiting after 22:45.**
- **After dark no Ubers on the farm. It's a safety issue. Need to drop off outside the main gate and walk in. Management needs to be informed in advance.**
- **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.
- **WE RECYCLE.** Please find color bins by the entrance gates.
- **Speed limit: 20 km/h on the whole property.** There's wildlife and we do not want any from passing vehicles.
- No parking under the gazebo please.
- No cutting or trimming of trees and plants.
- **SMOKERS:** Dispose of your cigarette butts in our own "Butt buckets". Make sure it's extinguished completely as they are a fire hazard.
- **Use water sparingly.** No washing of any vehicles.

### CARAVANS:

- **Small and 4x4 caravans are allowed.**
- Caravans only allowed an awning. No attached tent. NO GROUND COVER.
- Please do not tie any ropes to the wooden structures around the gazebo. It's not strong enough to hold, in the wind.
- **Trailers only allowed on request. (No partial tents allowed on the grass.)**

### CHILDREN:

- **Children by special arrangement only.** Must be at least 10 years and older.
- No children under 18 can be booked without prior arranged with management.
- Only certain camps allow kids, **bottom level adults only.**
- **Kids, MUST be accompanied by adults at all time, especially at the pool.**
- **Please take note. We are not a resort (no entertainment) and children should not disturb the other campers. Run around and be disruptive.**

### FIRES/ BRAAI'S AND WOOD:

- **WE HAVE VERY STRICT FIRE POLICY AND ALL CAUTIONS SHOULD BE TAKING WHEN MAKING A FIRE. The Southern Eastern winds can be very strong.**
- **No unattended fires allowed.**
- **No fires allowed during strong winds.**
- There is a fire extinguisher at the bathrooms for emergencies.
- In case of an "out of control fire", call us immediately.
- **Wood for sale.** Basket @ R50.00/ Bag @ R100.00/ Crate for KolKol @R100.00
- You have to pay what you use. Monies can be left in ablution on departure.
- Please arrange more wood, before lunch (12:00) daily.
- Make sure your fire is completely dead before going to bed. (Please do not pour water on it, it will rust the drum.)

### COMPLIMENTARY WIFI:

- Please note, 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.
- There is cellphone reception, but it depends on tower supply and loadshedding.
- Camping Hotspot: Password: 12345abcde

### ECO SWIMMING POOL:

What is an Eco pool? Water comes from a fresh mountain spring. Filters through the plants and pool and then go to the Farm Dam. No chemicals in the water. It is safe and not stagnant water.

- **Please keep gates closed at all times.**
- **Adults must accompany children at all times. No diving or jumping.**
- **No climbing and playing in the plant section of the pool.**
- No smoking at the pool.
- No glasses or glass bottles are allowed at the pool.
- **Pool hours: 08:00 - 18:00 daily.**
- Pool is closed during winter months.
- Umbrellas will not be put out in heavy winds and rain.

### **KOL KOL HOT TUB:**

- Kol Kol hot tubs are available to rent. Please arrange in advance. Limited availability.
- Minimum nights, two nights at R250.00 per night.
- Firelighter for sale in a pack of two for R20.00.
- Please follow instructions provided inside the tin box.

### **LOADSHEDDING:**

- Our electricity provider has scheduled loadshedding (power failures) that normally lasts for 2.5 hours.
- Your plug at the campsite will be off during loadshedding.
- Solar backup provides lights and power for the gas geysers at the ablution.
- Please do not plug in hairdryers, kettles and heavy electrical at ablution. The power points at ablution are only for electrical tooth brush, shavers and cell phones.

### **ANIMALS ON THE FARM:**

- **NO FEEDING OF ANY ANIMALS ARE ALLOWED!**
- We have two resident border collies on the farm. (Gemma and Oreo)
- **They are friendly, but Oreo gets nervous around children and people bending over him or hugging him.**
- **We have Springbok and Zebra's roaming free among the vineyards.**
- **They are still wild animals so, stay clear and keep in the roads.**
- **Please drive slowly 10 km/h, past our animals as not to startle or scare them.**
- Do not chase them or run after them if you go for a walk.
- **We have chicken roaming free. Please do not feed them any treats! This has caused them to jump on tables and into vehicles!**

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**IF CAMPERS DO NOT COMPLY WITH THE ABOVE RULES AND REGULATIONS,  
THEY WILL BE ASKED TO LEAVE AT ONCES AND NO REFUND WILL BE GIVEN.**