

**EDEN DISTRICT MUNICIPALITY
RESORTS
ACCOMODATION, BOOKING AND CONCESION POLICY
JULY 2018**

1) IN SEASON AND OUT OF SEASON

- a) In season: Western Cape school holidays as well as all long weekends' outside Western Cape school holidays.
- b) Out of season: Western Cape school terms.

2) RESORT RATES

- a) All rates include VAT.
- b) Rate increases after the date of the booking and prior to arrival will be levied and are payable. Rates are adjusted annually when the Budget is approved by Council.
- c) Rates per caravan and/or tent sites are per site per night to a maximum of 6 persons.
- d) The number of guests is limited to the number of beds per chalet.

3) BOOKINGS

- a) Bookings will be allocated in order of date and time received.
- b) Electronic as well as hard copy and personal bookings at the Resorts are acceptable.
- c) **Bookings for Swartvlei and Victoria Bay Caravan Parks for the December/January period of the following year:**
 - i) Opens on 15 January at 07h30 of that year.
 - ii) Bookings of 7 days and longer will receive preference.
 - iii) Allocations will be made by 28 February.
 - iv) A 50 % deposit to secure the booking is payable by 31 May.
 - v) The balance is payable by 31 July.
 - vi) Unsuccessful booking applications will be added to a waiting list in order of date and time received.
 - vii) **30 % of the stands will be reserved for Historically Disadvantaged Individuals**
 - (1) Opens on 1 July
 - (2) Closes on 30 September
 - viii) Stands not taken up by 30 September will be offered to applicants on the waiting list in order of date and time received

4) ACCOMODATION CANCELLATION BY EDEN DISTRICT MUNICIPALITY

- a) Eden District Municipality reserves the right to cancel any accommodation if the Resort is needed to address National, Provincial or Local disaster occurrences or events.
- b) Cancellations will be done in advance as soon as the occurrence and or event becomes known.
- c) Full refunds will apply if accommodation is cancelled under such circumstances.

5) CONCESSIONS

- a) Concessions are only available out of season and are subject to availability.**
- b) All concessions will be administered through Council`s hospitality booking system.
- c) A 30 % concession is available to tour operators and groups provided that they occupy 10 chalets and or camping sites or more.
- d) A 30 % concession is available to youth and other vulnerable groups affiliated to recognized community based organizations.
- e) A 30 % concession is available to senior citizens
- f) A 30 % concession is available for events provided the entire resort is booked.
- g) A 30 % concession is available to schools.
- h) A 30 % concession is available to church groups.
- i) A 30 % concession is available to Councilors and staff members.
- j) A 30 % concession is available for bookings of one month or longer. The full outstanding amount is payable on arrival.

6) CONFERENCE HALLS

- a) The rate applies to the hall and conference facilities and provides for the use of the kitchen.
- b) Use of the conference hall for recognized Council activities is free.

7) BREAKAGE DEPOSITS

- a) Chalets: R250 paid on arrival and refunded on departure where applicable.
- b) Conference facilities and/or kitchen: R250 to be paid on arrival and refunded on departure where applicable.

8) DEPOSITS

- a) A 50 % deposit is payable within 14 days for advance bookings.
- b) When a reservation is made less than 48 hours prior to arrival the full amount is payable immediately.
- c) If deposits are not paid as stipulated the reservation will be cancelled.

9) CANCELLATION OF BOOKING AND REFUNDS

- a) Accommodation fees may be refunded on receipt of a request.
- b) 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.
- c) The following refund principles are applicable:
 - i) Less than 72 hours: 0 % refund of the fees paid.
 - ii) Less than 14 days: 25 % refund of the fees paid.
 - iii) Less than 1 month: 50 % refund of the fees paid.
 - iv) More than 1 month: 90% refund of the fees paid.

10) ARRIVAL AND DEPARTURE TIMES

- a) Clients must vacate the accommodation by 10:00.
- b) Arrivals are accepted from 14:00.

11) MONTHLY TARIFF

- a) Monthly tariffs are only available out of season.
- b) Persons wishing to occupy chalets and/or caravan/camping stand for periods of one month or longer will qualify for a rebate of 30 % during the out of season period.
- c) Rental is payable monthly in advance.

12) DAY VISITORS

- a) The use of residential facilities is off limits to day visitors.
- b) To ensure the safety of day visitors the number of day visitors to Calitzdorp Spa and De Hoek Mountain Resort are limited as follows:
 - i) Calitzdorp Spa: 150 day visitors.
 - ii) De Hoek Mountain Resort: 100 day visitors.