

PO Box 22
Port Edward
4295
Tel +27 (0)39 3112333
Fax +27 (0)39 3112296
Web: www.portedward.co.za
E-mail: office@portedward.co.za

PORT EDWARD

Holiday Resort NPC



Mission: To provide, in a professional way, affordable holiday accommodation to all holiday makers.

Company Registration Number: 1958/001255/08 - & - N.P.O Registration Number: 028 - 642

CONDITIONS OF STAY AND RULES

Bookings will only be marked as confirmed upon receipt of signed conditions of stay and 50 % accommodation deposit.

The only forms of payment acceptable are cash or credit cards -

NO CHEQUES WILL BE ACCEPTED

Your reservation will only be confirmed upon receipt of your deposit slip and signed conditions of stay.

Receipt of your deposit slip and **signed conditions of stay** further serves as confirmation that you and the other member(s) of your party have taken cognisance of the following :

Upon arrival at the resort a cash deposit in the amount of R 300-00, being a refundable breakage deposit, must be paid. The client will verify the correctness of the chalet inventory against the contents of the chalet and report any discrepancy / untidiness to the office / security, at least within an hour from arrival. If no such report is received within the time frame, it is accepted that the client is in agreement with the inventory and condition of the chalet. **R100 refundable key deposit is payable by Caravans.**

The resort offers daily mini services at R 80.00 per day, except for the day of departure, however upon departure the client will leave the chalet in an acceptable manner. Management will only refund the full R300-00 deposit should the unit be acceptable and the inventory as found upon arrival. Should any discrepancy exist, the R300-00 will be debited with any cost incurred in order to rectify the discrepancy. Breakage deposits, or part thereof will be refunded within ten (10) working days after departure.

Should the client or any of the client's co-occupants cause any disturbance or loud music resulting in resort personnel having to attend to any such disturbance, the full deposit of R300-00 will be forfeited in order to cover any call out costs.

An amount of R100-00 per hour is levied for every hour the chalet is occupied after the set departure time of 10:00.

Please confirm Sunday departure time with reservations.

DEPOSITS

Kindly deposit the due accommodation amount in the Port Edward Holiday Resort current account held with FNB MARGATE, Acc Name : Port Edward Holiday Resort Branch NPC Code 220228, Account Number 627 666 04493, by due date as per summary. Fax or e-mail your deposit slip and **signed conditions of stay**, bearing your reservation number clearly, to the Resort before the deposit due date vide your reservation summary.

Please confirm with reception for the correct amount due, as overpayments under R100.00 will not be refunded but forfeited.

Please note that if your deposit slip and signed conditions of stay is not received as indicated above, the reservation will be cancelled without notice.

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BALANCE

The balance of payments must reach the Resort no less than 10 days prior to your arrival date.

Your deposit slip, bearing your reservation number clearly, must reach the Resort no less than 9 days prior to your arrival date.

In the event of a reservation made 10 days or less before arrival date, the total amount is due and payable on the day of reservation, alternatively the first banking day thereafter.

The deposit slip, bearing your reservation number clearly, must be faxed or e-mailed to the Resort within 24 hours.

Under no circumstances will keys be issued unless full payment has been received

CONTRIBUTORS

Contributors must occupy the reserved unit in order to qualify for the relevant tariff which tariff is not transferable.

CANCELLATIONS

Cancellations are only valid if received by fax or e-mail (Minimum cancellation fee R 50.00 per unit)
Refunds may be considered as follows:

30 days plus prior to arrival date	80% refund
20 to 29 days prior to arrival date	50% refund
10 to 19 days prior to arrival date	20% refund
Less than 9 days prior to arrival date	NO refund

TIME FRAMES

Check-In Time daily 14h00 (**No Arrivals will be allowed before 14:00 - No exceptions**)

Check-Out Time Mondays to Saturdays 10h00

Check-Out Time Sundays 10h00 (with written permission from reservation office 12h00)

UNIT INFORMATION

- The number of guests is limited to the number of beds in the reserved unit.
- A guest is defined as any adult or child regardless of age, and including babies.
- Security staff will only allow the correct number of guests into the Resort.
- All units are self-catering
- Towels are supplied in all units. These towels may not be used at the swimming pool or beach.
- Towels and linen will NOT be changed every day, but changed after 3 full days of stay
- VERY IMPORTANT : L block units strictly DO NOT allow children under the age of 12 years old, and occupies only 2 persons per unit
- Each unit contains an emergency light should the resort experience any power failures, please be so kind as to ensure these lights are plugged in at all times and please refrain from removing them from units.



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- Please assist us by leaving the televisions on at all times or setting TV's on "standby" mode, as the Coast weather plays a detrimental role in the deterioration of these television units
- Ensure no foreign objects are flushed down the toilets
- Late departures on any day will not be permitted unless **written** permission is attained from reception

CALENDAR

In the event of the authorities changing the holiday calendar, the onus rests upon the guest to contact reservations for any changes to his/her reservation.

DECEMBER BOOKINGS

- December bookings for the following year open on 1 December of the current year. No exceptions
- Bookings work on a "first come, first serve" basis, no units or stands will be pre-booked or "kept" for repeat guests
- Please take special note of the "Festive Season Beach Front Warning" letters issued to you the client, should you have not received it please inquire with the reception staff
- Upon the creation of your December Booking, you will be issued with a Deposit Payment Plan, please be sure to read and understand the conditions on this information sheet.
- By no later than 1 November of each year, all December and January reservations must be paid in full
- No more than 2 unit/stands may be booked by a 1 person
- A deposit schedule will be issued once booking has been provisionally booked, should the deposit terms & conditions not be met, the booking will be cancelled without notification.
- No discounts will be offered during peak season
- Ablutions are cleaned 4 times a day, times will be made available during your stay.

GENERAL

- No tents or similar structures are allowed except in the caravan park
- **LOUD MUSIC OR DISTURBANCE OF ANY KIND IS NOT PERMITTED**
- **WITH THE EXCEPTION OF GUIDE DOGS, NO PETS ARE ALLOWED**
- Driving of off-road vehicles in the Resort is not allowed
- Right of admission is reserved
- Use of facilities is restricted to paying guests only
- A speed restriction of 20km per hour applies to the resort. Should this be ignored, your breakage deposit will be forfeited and the vehicle will be required to park outside of the resort premises at the vehicle owner's own risk.
- Be aware of speed bumps and kids
- Tariffs subject to change without notice
- No glass or glass bottles are allowed in the pool area, should you be found with any glass or glass bottles you will forfeit your R 300.00 breakage deposit
- Please be so kind as to inform reception, security or maintenance (maintenance - on the number provided on your key-tag), should you experience any difficulties or problems in your units, this allows us to attend to your needs efficiently

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DAILY UNIT MINI – SERVICES – CHARGED AT R 80.00 PER SERVICE PER DAY
Please note that the service is a MINI Service which only consist of the following :

Daily service Confirmation (Please tick) YES - NO

This service is for 1 hour only, services are not reserved for the entire day as each staff member has a schedule to adhere to, please be so kind as to allow our housekeeping staff to efficiently service your unit without any delays

- Washing of dishes
- Sweeping and Mopping of floors
- Making the beds
- Cleaning the bathroom – shower/bath and toilet
- Emptying of dustbin and replacing of bin liner
- Supplying 1 toilet roll per day and refilling of dishwashing liquid
- Changing of Bath mats
- No private laundry will be done
- The mini service does not include the refilling of starter beverages
- Towels and Linen will only be changed after 3 days of stay (on day 4)
- By signing this agreement and Checking-In registration form, the client agrees that the Housekeeping Services may enter the unit and execute their requested services.
- By affecting this unit service, the Housekeeping services, together with Port Edward Holiday Resort do not take any responsibility for any items lost or damaged during the services of the relevant unit. The onus lies with the guest to ensure all valuables and breakables are stowed away
- Should the client wish NOT to receive a service, please ensure that the Yes/No option is ticked when signing the conditions of stay and the Guest Registration form on arrival.
- Should the client after arrival decide to have a service, please note that the service will only be available the following day due to strict schedules and rotations by the housekeeping staff, and after extra charges has been settled with reception for your requested service.
- Housekeeping has a strict cleaning timeframe of between 09:00 and 12:00. Kindly allow staff to enter on their time scheduled to your chalet, should you wish for them to NOT enter on the scheduled time, you will forfeit your service for the day - the staff will NOT be able to return to your unit later for the service.

Fireworks are forbidden in the Resort. Guests discharging fireworks stand to be a charged under the bylaws of the Hibiscus Coast Municipality and could be fined up to R 2,000.00 or any other sentence that may be imposed by a court of law

**I hereby confirm that I agree to all the above Terms and Conditions :
*Please initial each page and sign last page with booking number***

Booking Number : _____

Signature _____