Slanghoek
MOUNTAIN RESORT
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www.slanghoekresort.co.za

ACCOMMODATION TERMS AND CONDITIONS

General Conduct

Guests are required to comply with all Resort rules and to ensure that their visitors do not cause any disturbances or interfere with the comfort of others. The Resort observes quiet hours from 11:00 pm, after which all public areas will be closed. As a courtesy to all guests, no music is allowed, and loud, aggressive, or antisocial behaviour will not be tolerated. The use of fireworks is strictly prohibited. Quad bikes and scramblers are not allowed on the farm. Guests are responsible for the proper supervision of babies, toddlers, and children in their care at all times

Please note that Slanghoek Mountain Resort is both a wedding venue and a working farm. Music for wedding functions is permitted until 1:30 am.

Guests are encouraged to enquire about any scheduled weddings when making a booking.

Bookings

Minimum Stay Requirements
Minimum stay conditions apply on weekends and long weekends.
The minimum stay over the Easter Weekend is 4 nights.

Bookings from persons under 18 years of age will not be accepted.

Seasonal Periods

Low Season: May, September

High Season: October – April, School Holidays, Long Weekends
Campsite Information Campsites 1, 2, and 3: Tents only. Campsites 4–22: Suitable for both caravans and tents

Deposits

A 50% deposit is required within 3 working days of receiving this document in order to confirm you're booking. During this period, your booking status will reflect a 3-day payment hold. If the required deposit is not received within the allocated time, the booking will be automatically cancelled, and a cancellation email will be issued.

Accounts

The outstanding balance must be paid in full at least 7 days before arrival.
No payments are accepted after hours or during weekends.
The balance is payable strictly on arrival
Bookings made within 48 hours of arrival must be paid in full on arrival.
Failure to pay by the due date may result in the booking being cancelled with reasonable notice.

Occupational Timetable

Occupation of chalets and sites begins at 2:00 pm on the arrival date and ends at **10:00 am** on the departure date.

Office Hours

Monday–Thursday: 08:00–17:00
Fridays: 08:00–17:00 (extended to 19:00 during peak season)
Saturdays & Sundays: 08:00–12:00

Cancellation and date change

Cancellations must be submitted **in writing**. Refunds are issued according to the following schedule:

90 days before check-in, you will not lose anything.	you will not lose anything.
61-90 days before check in	Lose 25% of total amount paid.
31-60 days before check-in	Lose 50% of total amount paid.
30-15 days before check-in	Lose 75% of total amount paid.
0-14 days before check-in	Lose 100% of your total amount paid
Vouchers can be issued, should you cancel outside of 90 days, prior to arrival. Voucher is valid for six (6) months.	
NO refunds applicable due to weather conditions	

No cancellation fee applies if cancellation is due to the death or hospitalisation of the person for whom the booking was made. A medical certificate is required for a full refund.

Occupational Rights

Right of admission is reserved. Management may refuse accommodation if a guest is deemed unsuitable to take responsibility; in such cases, all fees paid will be refunded and the contract cancelled.
Any person violating Resort rules or causing a nuisance may be asked to leave. In cases of serious misconduct, no refund will be issued.

Permitted Number of Persons

The maximum occupancy for chalets and stands is **strictly enforced**.

Rights

Management reserves the right to relocate bookings to another unit or stand if necessary and may enter any accommodation at reasonable times under special circumstances or emergencies.

Smoking

All Resort buildings—including the office, chalets, ablution facilities, hall, and shop—are strictly smoke-free.

Pets

No dogs, cats, or other pets are permitted under any circumstances.

On-Site Shop

The following is available wood, ice and the basics

Fri 08h00 – 19h00
Sat & Public holidays 08h00 – 17h00
Sun 08h00 – 12h00

Security

Visitors bring their personal belongings at their own risk. The Resort is not liable for theft or loss. Please ensure that valuables are safely locked away when leaving your unit or overnight. Please report any issues to office staff or to the after-hours contact number: 083 282 0749

Speed Limit

The speed limit throughout the Resort—inside and outside—is 10 km/h. Pedestrians have right of way. Anyone speeding or driving recklessly may be required to leave their vehicle outside the Resort.

Staff Duties

Please do not hinder staff as they perform their duties. **Alcohol may not be given to staff** under any circumstances. Staff must remain fit to carry out their responsibilities.

Indemnity and Waiver

Slanghoek Mountain Resort its management accept no responsibility for any death, injury, illness, theft, loss, or damage occurring in or arising from visits to the Resort. All resort facilities are used at your own risk, including swimming pools and jungle gyms. The Resort is not liable for theft or loss