



CANCELLATION POLICY

- **NO show or Cancellation within 14 days of Stay = NO Refund Due**
- **Cancellation between 15 and 30 days before Stay – 25% of the amount paid will be refunded.**
- **Cancellation between 31 and 60 days before Stay – 50% of the amount paid will be refunded.**
- **Cancellation between 61 and 90 days before Stay – 75% of the amount paid will be refunded.**
- **Cancellation more than 91 days before Stay – Full Refund.**

BOOKING CHANGES

- **An admin fee of R100.00 will be required should paid bookings be requested to be moved.**
- **Booking changes WILL NOT be made 14 days before Stay (even if it's before "popular" dates).**
- **NB If a booking was moved to a new date, the cancellation policy still stays according to the INITIAL date that was booked and therefore refunds will not be applicable to moved bookings.**

KEY DEPOSIT

- **A refundable CASH deposit of R300.00 will now be required for units/private ablutions to receive the key.**
- **Please return the key with departure to receive the deposit back.**
- **Any lost key results in no repayment to the key Deposit of R300.00.**
- **The key must be returned to reception no later than 10:00am on the day of departure. The guests will be liable to pay a fine of R100.00 for each hour after 10:00am on the day of departure, if the units have not been vacated and the keys not returned.**

HOUSE RULES / TERMS AND CONDITIONS

I/We, the undersigned, hereby acknowledge that I/we are entering an area under the jurisdiction of Dinokeng Resort and South African Law where I/We could be subject to man-made or natural elements and where dangerous animals could be a risk.

I/We understand and appreciate and accept fully that there are risks involved as follows; but not limited to the mentioned below:

- * By entering the properties owned by Dinokeng Resort (Pty) Ltd and utilizing these facilities, you herewith acknowledge and agree to indemnify and hold harmless Dinokeng Resort (Pty) Ltd, the owners, directors, employees and it's officers from and against claims based upon the use of the property and/or facilities and against Owner's/Directors comparative and/or contributory negligence or fault, sole negligence, or intentional misconduct directly or indirectly arising against the use of any facility or the properties.
- * This waiver of rights/indemnity is signed electronically by entering the gate of any property known as Dinokeng Resort (Pty) Ltd or held in the name of the Director: Coleen Pieterse, or is used to trade on and used as part of Dinokeng Resort (Pty) Ltd in any way whatsoever.
- * You agree that you have taken your time to read and study this indemnity and understand all content of it. You also agree that you have explained it to each of your guests or people joining your group, be it friends, family or strangers.
- * By not signing an indemnity you still accept all indemnity/waiver of rights and agree not to place any claim of any nature against Dinokeng Resort (Pty) Ltd, directors, owners, employees, officers, animals, family, etc.
- * Dinokeng Resort (Pty) Ltd and its employees reserve the right to conduct random search of any incoming and departing vehicle within the boundaries of Dinokeng Resort being accessed or departed from.
- * **ALWAYS** ensure that you mind your children/minors as we have open pools, dams and a river! Please take utter care of your children - we do love them and would love even more holidays and memories with them.
- * Any disorderly behaviour will lead to eviction from the property; this decision will be final and with NO refund.
- * If you think you suffer from or do suffer from any of the following health issues; heart problems, diabetic, food allergies, chemical allergies, pregnancy, previous injuries, blood pressure issues or muscle pain please do not use any of our facilities that may cause any kind of hazard, bodily injury or death, including wet floor areas, pools, jungle gyms, supertubes, walk ways, uneven walkways, dark and not lit areas, trampolines, walking trials, cycling trails, little train rides, horse riding, animals on Resort, traffic, other guests, team building activities and all other activities not mentioned above.
- * Arising from death or any bodily injuries of whatsoever nature sustained by a guest or resident (or accompanying minor) whether such injuries are caused by the negligent act or omission by Dinokeng Resort (Pty) Ltd, and/or by the defective functioning of any apparatus or any facility or any amenity.
- * Arising from any form of natural disaster, man-made disaster including but not limited to fires, theft, trauma, disability, disability due to injury in the use of any and all facilities, amenities, swimming pools, trampolines, jungle gyms, rivers, dams, caused by nature (snakes, spiders, scorpions, wild pigs, Nyalas, impalas, kudus, leopards, etc.)
- * Activities organised on behalf of any guests including but not limited to Game drives on open vehicles, Self Drive Route permits, picnics, breakfasts, horse riding, train rides or any other activity or deemed activity on the property known as Dinokeng Resort (Pty) Ltd or that of its Director Coleen Pieterse are fully done so by your own risk and you hereby waiver all and any rights claimable or deemed claimable.

PLEASE NOTE THAT WE HAVE THE RIGHT TO CHANGE OUR RULES FROM TIME TO TIME, AND WILL BE ENFORCED AS REQUIRED.

- * Please note that in off-peak times, we are sometimes required to do repairs and maintenance on the Dinokeng Resort (Pty) Ltd premises and could lead to some facilities not being operational. We try our utmost best to keep the resort working 100%.
- * Any person that uses the Supertube when not operational will be liable to a fine of R500.00 per incident. This is a safety measure for the person, as well as to avoid damage to the Supertubes.
- * Parents should always accompany children around the swimming pools and the Supertubes **AT ALL TIMES.**
- * **NO** fires are allowed to be lit outside the demarcated areas or on the river bank. No fire may be left unattended or lit throughout the night. Please bliss your fire. Spot fine of R 1 000 000 000 000.00 if any damaged is caused due to your unattended or attended lit fire. Please ensure that your fire is under control at all times. Yes; this amount is crazy but damaged caused to our properties, properties of various neighbours and the animals will amount to ridiculous amounts.
- * **NO** animals allowed.

- * NO music will be tolerated, you will be asked to vacate the premises immediately on the second warning with NO refund. This includes speakers, drumming circles, guitars, etc.
 - * Please refrain from making noise from 10:00PM. This is to show respect to your fellow campers by having fun in a considerate way. :)
 - * Please note that we have vehicles entering and leaving the premises at all times, therefore please ensure that your children are aware of vehicles. Children and animals have right of way on the property at all times.
 - * NO littering. If you leave any area in a mess and it can be proven by other guests or staff, immediate spot fine of R500-00.
 - * NO nudity. Immediate eviction off the property. Proper swimming attire to be worn at all times! No sexual activity in pools will be tolerated, it is against the law.
 - * Please take caution when entering the heated pool due to any known and unknown health problems. If you have any known health problems, please stay clear of these facilities for your own safety.
 - * NO breaking of any trees, immediate spot fine of R1000-00.
 - * NO BB guns, pellet guns, bow and arrow, or any sort of guns are allowed on the premises.
 - * NO drones are allowed to be used on the premises.
 - * NO gathering of veldt wood or wood, stones, rocks, plants, vegetation or any property deemed to belonging to Dinokeng Resort (Pty) LTD for decorative purposes. Immediate spot fine of R1000-00.
 - * Take note that we have CCTV, it will be used to prove any case whatsoever.
 - * Water is scarce, use it sparingly. Please do not shower for more than 15 minutes. Please keep all guests in mind.
 - * Please note that amounts payable may change on arrival due to additional people / vehicles / tents / trailers.
 - * Please note that the ablution blocks are cleaned at a minimum of three times a day and we expect that you keep it tidy. Please accompany your children to the ablutions.
 - * If you have any queries in regards to amounts due/payable, please refer yourself to our Price List. I am not a police officer and believe in good will, if you know you are for example 2 vehicles, please report it so that amounts due can be adjusted.
 - * If you find any fault on the property, please report it immediately, better we find it out in person and rectify it immediately than 2 months along the way on Facebook :-). We do try to fix any possible problem as soon as possible, please note that sometimes we do run out of spares and do need to wait for a shop to open.
 - * All occupants are requested to use all resort facilities and treat all property on the Resort in such a manner that will not cause damage. Any occupant damaging any part to or of the accommodation, movables, immovable or facilities on the Resort; whether willfully, negligently or accidentally, shall be held liable for the cost of repair.
 - * All personal property brought onto the property known as Dinokeng Resort (Pty) Ltd or owned by its Director; Coleen Pieterse, is done so at the sole risk of the occupant. The occupant will have no claim whatsoever for any loss suffered, however arising.
 - * Please note that the areas around swimming pools and ablutions could be slippery and wet due to various factors. Always move carefully around pools and be vigilant for your own safety and care and that of fellow guests.
 - * No Bicycles allowed around the swimming pools, allowed on any supertubes, or supertube deemed areas
 - * DAMAGE FEE of linen: R500-00 per piece! No RED WINE! No hair dye! No Make-up on any towels or linen! Full replacement fee per item will be charged. PAYABLE ON THE SPOT! You will be required to pay immediately, if you can not pay, you will be required to clean it with your own hands in front of Dinokeng Resort (Pty) Ltd employees without causing further damage.
 - * If the unit is left in an unacceptable state on departure, the guest(s) will be held liable for a service fee in the amount of R500-00.
- WE are a GO GREEN INITIATIVE: please note the following:
- * Towels will NOT be replaced over a weekend stay. Towels will be replaced every 4th day for stays longer than 6 days.
 - * No white towels or blankets are permitted to be taken outside from any units or be placed on any grass or outside area of whatsoever nature. DAMAGE FEE: Full amount to replace item plus inconvenience fee as deemed suitable from time to time.
 - * Units are required to be left in a DECENT, TIDY, CLEAN manner that you found it in, additional cleaning fee of R300.00 will be levied for any unit deemed dirty or not acceptable by any cleaning staff, supervisor and/or manager.
 - * No unit pots are to be used on open fire. DAMAGE FEE: Full amount to replace item.
 - * Drinking, Eating or Smoking inside and/or around any pool is strictly prohibited! Please use the many tables around to eat, drink or smoke. FIRST VERBAL WARNING per person, SECOND WARNING is a FINE of R100.00 and/or instant eviction off our Properties, known as Dinokeng Resort (Pty) Ltd with NO refund whatsoever. Any damage caused to any property will be paid to be repaired for immediately. We work hard enough to try to keep everything tidy.
 - * ALL smokers on the property at any specific time will be held responsible jointly and severally for any fire caused because of a cigarette, part of a cigarette and/or in whatsoever manner. Please do not throw/shoot your cigarette or part thereof in the bush, it is a FIRE HAZARD! Please leave your cigarette in all demarcated areas. Spot fine of R1 000 000 000 000.00 to be paid if you leave any area with cigarettes or a part of a cigarette. Yes; the amount is ridiculous due to the damage that it can cause, not just to our property but the surrounding properties, people and especially animals.
 - * NO hubbly bubbly or drugs will be tolerated. You will be asked to vacate the premises with NO refund.
 - * We as Dinokeng Resort (Pty) Ltd sometimes choose to add special discounts and promotions on accommodation at the resort. These discounts and promotions are only valid to new bookings as stated on the discount or by Dinokeng Resort (Pty) Ltd employees and is not applicable on old bookings made on same date or on bookings changed to the discounted date.
- * The guest or resident and/or his/her/their estate hereby indemnifies Dinokeng Resort (Pty) Ltd, its board, directors, employees and/or representatives against any claim, action, judgment, costs and/or expenses which may be made against Dinokeng Resort (Pty) Ltd and as may in any way be related to the above mentioned and any details not mentioned on this binding document.

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