



Camp Zenith – Heidelberg

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TERMS AND CONDITIONS:

1. DEPOSITS:

- 1.1 Booking deposits are to be paid as per the quotation accepted – this deposit will be offset against the final invoice;
- 1.2 Camp Zenith may permit a client to split the payment of the deposit to 2 or 3 smaller payments and the camp is thus considered booked upon receipt of the first of these payments and receipt of the signed quotation.
- 1.3 The key/breakage deposit is retained for 2 working days after each event. Should any keys not be returned, or if there were any breakages in the duration of the event, a fair repair or replacement value will be deducted from this deposit, and the remainder, if any, will be returned to the client. In the event that breakages are more than this deposit, the client will be invoiced accordingly and on receipt agrees to settle this invoice within 14 days;
- 1.4 The client is to complete and submit a “Refund of Breakage Deposit” form and the funds will be transferred within 2 working days on receipt thereof.

2. RATES AND CHARGES

- 2.1 Rates are as per the quotation submitted;
- 2.2 There are certain extras that are not included in the “Accommodation” rate. This includes bedding, camp fire, eating utensils and any extra activities and items of a personal nature that are not part of the facilities of Camp Zenith Campsite. These are charged as extra. Please see the rates sheet (available on request) for the rates for these items.

3. BOOKINGS:

- 3.1 A signed quotation must be returned and a deposit must be made to confirm a booking;
- 3.2 At time of enquiry, the client will need to provide a minimum number and maximum number of people for the event. Please understand that these minimum numbers are used for budgeting decisions and as a result, the client’s set minimum number will be the minimum that the group will be liable for. Should the group be larger than the minimum number, the final invoice will be adjusted to reflect the exact numbers;
- 3.3 If numbers fall below this minimum and the event is catered for by Camp Zenith, please note that we will charge for the minimum number and provide meals for the actual number;
- 3.4 Children aged 3 and younger stay for free provided that at least one parent is present on the camp for full duration. If they are eating any meals, these are charged at R10 per meal.

4. REDUCING THE SIZE OF THE BOOKING:

- 4.1 An event is described as reducing the booking when the value of the camp is reduced by either reducing the minimum number of people, or reducing the services to be supplied, or shortening the event, or supplementing services for cheaper services;
- 4.2 The client may reduce the booking provided that notice is given within the following time frames and under the following conditions:
 - 4.2.1 40+ Days' notice, the client may reduce the booking up to a maximum of 50% of the original booking;
 - 4.2.2 0-30 Days, the client, at the sole discretion of Camp Zenith, may be permitted to reduce the booking only if Camp Zenith is able to successfully book another booking over the same time period. In such case, Camp Zenith would decide on the amount that the booking may be reduced by, in proportion to size of the new booking. Should Camp Zenith be unable to find another booking for this time, the booking would remain as stimulated on the accepted quote.
 - 4.2.3 To reduce the size of the booking, the client would need to notify Camp Zenith in writing of the intent to reduce the minimum number booked. Camp Zenith within 1 working day, will submit to the client the new quotation, and this quotation is to be signed and returned to Camp Zenith. The date of receipt of the signed amended quote, would be considered as the date of booking being reduced.
- 4.3 Should Camp Zenith permit any booking to be reduced for any reason whatsoever, Camp Zenith does so as an act of good will and reserves all rights as laid out in these terms and conditions.
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5. POSTPONEMENTS:

- 5.1 Postponement of a camp is defined as: the arrangement for the camp to take place at a time later date than the date at which it was originally booked.
- 5.2 A camp is only postponed once the postponement procedure is complete. The postponement procedure is as follows:
 - 5.2.1 The request for postponement must be made in writing to Camp Zenith.
 - 5.2.2 A new quote needs to be drawn up with the new dates for the camp to be postponed to. An admin fee of no less than R600 will be added to the project. This admin fee is payable before any postponement can be complete.
 - 5.2.3 The signed accepted quote is to be returned to Camp Zenith with the admin fee. Once the new signed quote and the admin fee have been received by Camp Zenith, the camp can be confirmed as postponed to the new dates.
- 5.3 Should some time laps between the time the new quote is sent and the time the signed quote and admin. fee are received; and in such time the dates on the new quote become unavailable, the postponement would be seen as incomplete and new dates would need to be quoted on. The postponement would therefore only be complete upon receipt of the admin fee and signed quote with acceptable dates.
- 5.4 Should the number of people for your camp be reduced, the points mentioned under point 4: "Reducing the Size of the Booking" would apply.
- 5.5 A postponement can only be made more than 30 days prior to the start of the camp.
- 5.6 Once the postponement is confirmed, the original dates will be released and any liability for these dates would also be released.

6. CANCELLATIONS:

- 6.1 The client may cancel the camp and in so doing the following cancellation charges would be applicable:
 - 6.1.1 Cancellation on a camp with the minimum number being 119 people or less:
 - 6.1.1.1 Cancellation charges - if the camp is cancelled 0 - 30 days prior to the camp:
R10000,00 per day booked for weekends and
R 6000,00 per day booked midweek or
the full value of the camp, whichever is the lesser;
 - 6.1.1.2 Cancellation charges if the camp is 31 - 120 days prior to the camp:
R 6000,00 per day per campsite booked for weekends and
R 3500, 00 per day per campsite booked midweek (cancellation fees less the non-refundable booking deposit and administration fee of no less than R1500,00 per camp site booked will be refunded if a full paying replacement camp is received on cancelled booking dates that is equivalent or larger than the cancelled booking);
 - 6.1.1.3 Cancellation more than 120 days prior to the camp:
The non-refundable booking deposit would be the only cancellation fee;
 - 6.1.2 Cancellation on a camp with the minimum number being 120 people or more;
 - 6.1.2.1 Cancellation charges - if the camp is cancelled 0 - 30 days prior to the camp:
R15000,00 per day booked for weekends and
R 9000,00 per day booked midweek;
 - 6.1.2.2 Cancellation charges - if the camp is 31 - 120 days prior to the camp:
R 9000,00 per day booked for weekends and
R 5000,00 per day booked midweek (cancellation fees less the non-refundable booking deposit and administration fee of no less than R1500,00 will be refunded if a full paying replacement camp is received on cancelled booking dates that is equivalent or larger than the cancelled booking);
 - 6.1.2.3 Cancellation more than 120 days prior to the camp:
The non-refundable booking deposit would be the only cancellation fee.
- 6.2 In the event of a cancellation, the client agrees to settle these charges within 14 days after the dates the event was booked for. Failing which the late payment charges described in 7.5 will apply.

7. PAYMENTS:

- 7.1 Payments are required in advance before the camp. The bill will be processed on confirmation of final numbers 10 days prior to the event and will fall due on presentation;
- 7.2 All additional services provided must be paid within 2 days of your camp;
- 7.3 Post-dated cheques and cheques from individuals will not be accepted. Cheque payments only via prior arrangement are to be paid a minimum of 24 days prior to the date of arrival to allow enough time for them to clear in time;
- 7.4 If more than 3 deposits are paid into our account for one booking the bank deposit charges may be billed to the client's account for all other deposits made;
- 7.5 There is a late payment charge of R350,00 per R10000,00 or part thereof outstanding if the account is not settled at least 2 working days after the event.
 - 7.5.1 Should the payment not be received within 15 working days, the account will be handed to a collection agent and all collection charges will be added to the account.
 - 7.5.2 The full rate as per our rate sheet will be applied to these invoices and any discounts or concessions granted will be reversed. The late payment charge will be re-charged for every 30 days the payment is outstanding;

- 7.6 Bank charges for foreign currency payments and faulty cheques will be for the client's account;
- 7.7 Any errors, damage and omissions on the bill will be corrected immediately upon knowledge thereof and the bill forwarded to the client.

8. CATERING:

- 8.1 Self Catering is permitted only in the Self Catered Village of groups bigger than 20 people and smaller than 70 people. Self-catering is permitted on the main site for groups larger than 100;
- 8.2 A menu can be requested, but must be returned at least 7 days before the event in order to be effective. Should we receive the completed menu later than 7 days prior to the event, we cannot promise to set the menu as per your desires as the shopping and preparations need to be done before your event. The menu choice is subject to availability of supplies, and in the event that certain supplies are unavailable, Camp Zenith reserves the right to alter the menu to the next closest option. Changes made to the menu may carry additional costs;
- 8.3 Our standard meal times are 08H00, 13H00 and 18H00, we allow for 19H00 on the night of arrival.

Any meal service starting before 08H00 or after 18H00(excluding first meal) may at Camp Zenith's discretion incur an extra charge for labour costs.

9. YOUR SET-UP INFORMATION AND VISITOR CONDITIONS.

- 9.1 The final numbers must be supplied at least 10 DAYS before the camp, this is the number the client will be liable to pay, even if numbers decrease thereafter. If they increase, the higher numbers will apply and can be settled on arrival. The client will need to notify Camp Zenith of the number increase to allow time to prepare for the extra people;
- 9.2 Any person entering the campsite to participate in your programme, but not sleeping is considered a visitor. The client will be required to track these totals and pay for their visitors' day rates and meals where applicable.

10. ARRIVAL AND DEPARTURE TIMES:

- 10.1 Please note that bookings are given to the booking group from 16H00 on first night to 14H00 on last day.
The client will be permitted to stay in the assigned rooms for the full period unless we have a booking coming in on the last day.
If there is a back-to-back booking, we will require the client to ensure the rooms are vacated by 09H30 to allow time to prepare for the next group;
- 10.2 Should the client require the site earlier, Camp Zenith may be able to assist subject to availability. In such case, venues may be made available but the site may not be fully cleaned and set-up and therefore rooms may not be available until 14H00.

Should the client desire to stay later than the stipulated times, this may be permitted by prior arrangement and subject to availability.

Should the group vacate later than the times stipulated without such arrangement, a day's rate may be charged for each camper.

11. INCENTIVES

- 11.1 Based on certain factors there may be incentive packages available. Incentives are negotiated only for that event. If agreed, and minimum requirements for incentives are not met, normal rates will apply;
- 11.2 Only official numbered estimates / quotes in PDF format and linked to the client's account will be honoured. No verbal/emailed discussions will be accepted.

12. SAFETY, SECURITY AND INDEMNITY:

- 12.1 Lifeguards at the pool are the client's responsibility. Swimming is not permitted without designated lifeguards;
- 12.2 First Aid is the client's responsibility. We will assist where we can, but will bill for consumables used;
- 12.3 Tampering with safety equipment is against the law (ie: the fire extinguishers) and will be subject to a fine of R1000,00;
- 12.4 The event organisers agree to take responsibility for their participants and duly indemnify Camp Zenith against any loss, theft, damage, injury howsoever arising.

The facilities are used at own risk, and all activities are done at own risk;

- 12.5 There is a security fence and the main gate is locked after the last person arrives back at site.

13. SITE LIMITATIONS:

- 13.1 This is a rural site and we do experience prolonged power outages, especially in the rainy season. Camp Zenith has 1 generator on the dining hall of the main camp, and in a power outage, this may be made available to the group who has booked this dining hall.

For groups not using this facility, we suggest that you borrow or hire a generator for meeting areas should your programme require such. Catering will not be affected by these outages.

Please encourage campers to bring torches, as we do not permit candles in rooms for safety reasons. 2 x emergency lights and candles will be provided for the venues;

- 13.2 Our water pumps are affected by power surges from time to time. Should you experience a problem with no water pressure or cold water please notify us and we will attend to the problem immediately;
- 13.3 There is a limit to the electricity supply to rooms if any appliance with heating elements such as heaters / hairdryers etc; are being used. This could result in an overload on the circuit, causing the power to trip;
- 13.4 Sewerage: We have the French drain sewerage system and guests are requested not to flush foreign objects that could cause blockages. Unfortunately, many guests do not adhere to these rules and blockages do occur. We will attend to these as soon as we are notified.