



2023/2024
De Hoek Mountain Resort
Accommodation and Concession Policy

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ABBREVIATIONS

| | |
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| EFT | Electronic Fund Transfer |
| GRDM | Garden Route District Municipality |
| STO Rates | Standard Tour Operator Rates, similar to concessions |
| VAT | Value Added Tax |

GLOSSARY OF TERMS

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|-------------------|---|
| Concession | A preferential allowance or rate given by an organization/ a reduction in an amount of money that has to be paid. |
| In Season | Refers to Western Cape school holidays, as well as public holidays and all long weekends outside Western Cape school holidays. |
| Out of Season | Western Cape school terms. |
| Vulnerable Groups | Part of the South African population that experience a higher risk of poverty and social exclusion than the general population. |
| Youth | Persons from ages of 15 to 34. |

1. INTRODUCTION

This Policy provides procedures and rules relating to accommodation and concessions at De Hoek Mountain Resort. The resort is located 35km from Oudtshoorn and 15km from the world renowned Cango Caves.

2. SCOPE

This policy applies to De Hoek Mountain Resort and all those who enter its premises. This includes employees of GRDM, tourists, holidaymakers, and other members of the general public seeking access to a particular, unique, recreational or other tourism resources, be it a natural, cultural or historic site. It includes day visitors as well as those staying overnight.

3. RESORT RATES

- 3.1 All rates include VAT.
- 3.2 Rate increases after the date of the booking and prior to arrival will be levied and are payable. Rate increases applied after the booking date, prior to arrival will not be applicable to clients who have already paid.

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- 3.3 Rates are adjusted annually when the budget is approved.
- 3.4 Rates per caravan/tent site are per site, per night, for four (4) people and a maximum of six (6) persons. Any request for more than two people per site, will require an additional fee of R100 per person. Children 2 years and younger will stay free of charge.
- 3.5 The number of guests is limited to the number of beds per chalet.
- 3.6 For long weekends, first preference will be given to clients staying 3 nights or longer.

4. BOOKINGS

- 4.1 All bookings are required to be done electronically. Walk-in clients will be required to make use of the card facility and NOT electronic transfers.
- 4.2 Day visitors can be pay in cash, but it is preferred to be done by card.
- 4.3 Breakage costs have to be paid in cash.
- 4.4 Bookings will be allocated in order of the most nights booked.

5. ACCOMMODATION CANCELLATION BY GARDEN ROUTE DISTRICT MUNICIPALITY

- 5.1 Garden Route District Municipality (GRDM) reserves the right to cancel any accommodation if the resort is needed to address National, Provincial or Local disaster occurrences or events.
- 5.2 Cancellations will be done in advance as soon as the occurrence and or event becomes known.
- 5.3 Full refunds for the accommodation (only) will apply if accommodation is cancelled under such circumstances.

6. CONCESSION

- 6.1 Concessions are only available out of season and are subject to availability.
- 6.2 All concessions will be administered through Council's hospitality booking system.
- 6.3 A 10% concession is available to tour operators (Standard Tour Operators – STO).

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- 6.4 A 30% concession is available to youth and other vulnerable groups affiliated to recognised community-based organisations. These must be approved by the Municipal Manager or any other delegated official.
- 6.5 A 30% concession is available to senior citizens (60 years and older).
- 6.6 A 20% concession is available for events provided the entire resort is booked. A once-off amount will be charged for electricity-usage. These have to be approved by the Municipal Manager or any other delegated official.
- 6.7 A 20% concession is available to schools.
- 6.8 A 20% concession is available to church groups.
- 6.9 A 30 % concession is available to Councillors and staff members (only one concession per year. The Councillor or staff member must be present during the stay. Proof of employment will be required upon arrival.)
- 6.10 A 30% concession on special holidays (out of season) e.g., Valentines, Mother's, or Father's Day.
- 6.11 60% concession for those who stay at any of the resorts for a month or longer.
- 6.12 For marketing and advertising purposes, accommodation facilities will be allowed to swop advertising/marketing costs with companies for accommodation or using facilities. This means print, digital, and broadcast media can be swapped for accommodation.

7. CONFERENCE HALLS

- 7.1 15% discount applies to all the hall and conference facilities and provides for the use of the kitchen at the resort.
- 7.2 Use of the conference hall for GRDM activities is free.

8. BREAKAGE DEPOSITS

- 8.1 Chalets: R300.00 (cash) paid on arrival and refunded on departure where applicable.
- 8.2 Conference facilities and/or kitchen: R1000.00 (cash) to be paid on arrival and refunded on departure where applicable.

9. DEPOSIT

- 9.1 A 50 % deposit is payable within 14 days for advance bookings. The balance must be settled 72 hours prior to arrival at the Resort.
- 9.2 When a reservation is made less than 48 hours prior to arrival the full amount is payable immediately.
- 9.3 If deposits are not paid as stipulated the reservation will be cancelled.

10. CANCELLATION OF BOOKING AND REFUNDS

- 10.1 Accommodation fees may be refunded on receipt of a request and approval by the Manager: Projects, Properties, Facilities & Resort Management. (Manager: Projects, Properties, Facilities & Resort Management may reject on his/her discretion any booking.)
- 10.2 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. The refund period will occur within 90 days from the date of cancellation.
- 10.3 No cash refunds will be done.
- 10.4 Credit on early departure bookings will not be transferred to other dates and the cancellation policy will apply.
- 10.5 The following refund principles are applicable:
 - 9.5.1 Less than 72 hours: 0 % refund of the fees paid.
 - 9.5.2 Less than 14 days: 25 % refund of the fees paid.
 - 9.5.3 Less than 1 month: 50 % refund of the fees paid.
 - 9.5.4 More than 1 month: 90% refund of the fees paid.

11. ARRIVAL AND DEPARTURE TIMES

- 11.1 Guest must vacate the accommodation/sites before 10h00.
- 11.2 Arrivals shall be accepted from 14h00.

12. MONTHLY TARIFFS

- 12.1 Monthly tariffs are only available out of season.
- 12.2 Persons wishing to occupy chalets and/or caravan/camping stands for periods of one month or longer will qualify for a discount of 60% during the out of season period. This is applicable to all clients / only one discount applicable per booking / visit).
- 12.3 Rental is payable monthly in advance.

13. DAY VISITORS

- 13.1 The use of residential facilities is off limits to day visitors.
- 13.2 To ensure the safety of day visitors the number of day visitors to De Hoek Mountain Resort are limited to 60-day visitors in-season and 80 out-of-season.

14. SPECIAL RATES

- 14.1 Special rates requested for groups during the Western Cape school holidays are approved by the Executive Manager for Planning and Economic Development.

15. PETS

- 15.1 Campsites will allow cats and dogs during out of season periods.
- 15.2 A maximum of two pets are allowed per booking.
- 15.3 Pet owners should provide the following:
 - 15.3.1 Vaccinations and anti-rabies certificates must be valid.
 - 15.3.2 Pet's bed.
 - 15.3.3 Pet's fence/crate/stroller/carrier.
 - 15.3.4 Disposable bags and a poop-scoop.
 - 15.3.5 Scratch pole for cats whose claws are not trimmed.
- 15.4 Pets must be leashed when outside the chalet or tent.
- 15.5 All pets must be clean, well-groomed, and completely.
- 15.6 No aggressive pets are allowed on the premises and they must, therefore, be well-socialised.
- 15.7 Guests accept full responsibility for any liability arising from my pet (pet damage or personal injury to the site, employees, guests, third parties or property).
- 15.8 No pets are allowed be left alone unattended in vehicles.
- 15.9 No pets are allowed on furniture owned by the Municipality.
- 15.10 At coastal resorts, do understand that dogs are NOT PERMITTED on the beach, however they are allowed on the sidewalks of the beach areas but must be on a leash.
- 15.11 Victoria Bay Caravan Park only allows pets at its Sea Breeze site.
- 15.12 Only pets of 20 kg and lower are allowed at the identified caravan parks/sites.

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- 15.13 No pets will be allowed in the chalets, dormitories or in swimming pools.
- 15.14 A R500.00 deposit is required in cash upon arrival and will be refunded if one adheres to the provisions numbered 14.1 to 14.13.

16. GUIDE DOGS

Guide dogs of any weight will be allowed at all resorts and camp sites throughout the year to accommodate people with disabilities. Resorts and caravan parks are entitled to ask for evidence that a guide or assistance dog was trained by what is known as, a recognised training organisation.