



2024 BOOKING INFORMATION AND TERMS & CONDITIONS

Payment Terms:

All payments shall be made via bank transfer (EFT). A 50% deposit on the final quote is required to confirm booking. The remaining amount is to be paid prior to arrival. Please send proof of payment via email to info@swartbergwilds.com for both the deposit and final payment. **Please note, bookings are not confirmed until we are in receipt of the proof of payment for your deposit.**

Check-In Policy:

Check-in is between 14:00 PM and 20:00 PM and check-out at 10:00 AM unless prior arrangements have been made at the time of booking or with the manager.

Campsite Rules & Info:

- One caravan/boswa per site.
- Quiet hours are between 22:00 PM and 07:00 AM.
- Dogs allowed - 2 small breeds or 1 large breed per campsite. Pets are restricted to their owners' campsites and must be leashed at all times. Please request our pet policy form at time of booking.
- Speed limit 20 km/h - please be cautious in adverse weather conditions as there might be limited visibility and traction.
- No 4 wheelers (quad bikes) or noisy 2 wheelers (scramblers).
- Please bring your own braai grid, matches, firelighters, and mosquito repellent.
- Please respect other guests and keep facilities clean and tidy.
- Please follow all rules and notices posted on the property during your stay.
- One bag of firewood (~20kg) included with every campsite - enquire ahead of time for additional bags of firewood (R50 p/bag).

Cancellation Policy:

Please contact us as soon as possible in the event of cancellation. The following will be outstanding based on when the cancellation is made:

- More than 60 days before arrival: **5% of the deposit.**
- 30 to 59 days before arrival: **50% of the deposit.**
- 15 to 29 days before arrival: **100% of the deposit.**
- 14 days or less before arrival: **100% of the booking fee.**

Please note that all refunds are subject to a 15% handling and administration fee calculated on the full value of your stay and will be charged to you or deducted from your deposit in the event of any cancellation.

ENJOY YOUR STAY - FIND YOUR WILD!