

## Terms and Reference for Self-Catering Accommodation

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Thank you for choosing to stay at our self-catering accommodation on the farm. To ensure that you have a pleasant and enjoyable experience during your stay, please review the following terms and references:

### 1. Booking and Payment:

- A 50% deposit is required to secure the booking.
- The balance is due 30 days prior to arrival.
- Deposit to be paid via EFT (Namibia) or for overseas guests, DPO (we will send you a link) and this should be done within 3 days of booking. If payment is not made in this time frame, we reserve the right to cancel the booking.
- Full payment also via EFT or Online (DPO).

### 2. Check-In and Check-Out:

- Check-in time is 14:00 pm onwards.
- Check-out time is by 11:00 am.
- Early check-in and late check-out requests are subject to availability and may incur additional charges.

### 3. Accommodation Rules:

- Please respect the property and other guests.
- No smoking is allowed inside the accommodation.
- Pets are not allowed.
- Excessive noise or disturbance will not be tolerated. No music allowed.
- Please report any damages or issues with the accommodation promptly.

### 4. Amenities and Services:

- The rooms are equipped with linens, towels, etc. and there is a fully equipped, shared kitchen available for all guests.

### 5. Farm Rules and Safety:

- Please adhere to any safety guidelines provided by the farm staff.
- Respect any restricted areas on the farm.
- Children should be supervised at all times, especially around farm animals.
- Please notify us of any planned hikes and cycling. No unsupervised farm drives allowed.
- No hunting allowed.

### 6. Cancellation Policy:

- If cancelling 7 days before arrival, forfeit 100% of the booking total.
- If cancelling 14 days before arrival, forfeit 100% of the deposit.

- If cancelling 21 days before arrival, forfeit 75% of the deposit.
- If cancelling 30 days before arrival, forfeit 50% of the deposit.

#### **7. Emergency Contact Information:**

- In case of emergency, please contact \_\_\_\_\_

#### **8. Feedback and Reviews:**

- We value your feedback! Please let us know about your experience during your stay.

#### **9. Other Information**

- **Access:** Access to the farm is via gravel roads. While we often host guests travelling in sedan two-wheel drive cars, a high clearance vehicle is better, especially during the rainy season. Please adhere to speed limits and do not speed on gravel roads.
- **Off Road Driving:** Please respect our farm and do not drive off road, into the riverbeds or into closed roads.
- **Fires:** Please take care with fires and barbecues/braai's when it is windy, as the grass can be dry and will burn easily. Do not leave any fires unattended. All accommodation facilities are provided with a hot ash dustbin, please use them.
- **Drones:** Please request permission from management.
- **Recycling:** We have provided dustbins for waste separation and food waste. Please use them and do not mix plastic and metal with the food waste.
- **Ancient Rock Art:** If you visit or come across any rock art, do not touch the painted areas, throw water onto the art or interfere with the art in any manner and do not pick up any artefacts lying around. These are natural heritage items and belong to the farm. If you wish to visit the ancient rock art shelters, please enquire at Reception about booking a guided hike.
- **Water:** Our borehole farm water is safe to drink. Please try to save water during your stay.
- **Birds & Wildlife:** Please do not leave food out for the birds or wildlife. This is interfering with nature, and it could entice baboons to visit the accommodation area.

By booking our farm self-catering accommodation, you agree to adhere to the terms and references outlined above. We hope you have a wonderful stay on our farm!