



Terms & Conditions

By placing a booking with us at Otters Haunt (PTY) Ltd, you and your booking party agree to the following terms and conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Booking Process

To place a booking with us the you must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the one taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the guest and the named booking party are allowed to use the property and its facilities, any third-party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 50%.

Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within.

Payments can be made online / credit card as well as by digital bank transfer or cash deposit. Any charges raised against us by our banks for handling dishonoured bank transfers or any other payments, must be reimbursed by the paying guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in from: 14:00pm and before 19:00pm on day of arrival
- Check-out before: 10:00am on day of departure
- The credit card used to make the online booking needs to be presented at check-in.
- A copy of the cardholder's ID/Passport is required on arrival.

Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made 15 days or more in advance of arrival date = Full deposit refund
- Cancellation made 14 days or less of arrival date = 50% of deposit refund
- Cancellation made 7 days or less of arrival date = 0% of deposit refund
- Cancellation made 48hrs or less of arrival date = full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Indemnity & Safety

By entering and using or occupying the premises for any period you signify for yourself and those accompanying you that you do so at your own risk. This includes the use of any facilities or equipment, and participation in any activities whether organised by Otters Haunt or otherwise. We are not responsible or liable for any accident, loss, injury or death, howsoever arising.

In particular, parents, guardians or those accompanying young children are responsible for the safety of minors on the premises, around the swimming pools, at the river or anywhere else on the properties. Vigilance is necessary at all times.

Gates are locked at night and guests are given a key. Please ensure that you keep the gates closed.

Pets

Pets are allowed for a fee as quoted. Please contact us to confirm the booking for your pets. We have our own pets on the property and therefore pets with a social nature are allowed. None of the units are privately fenced off so animals can roam free on the property. Please contact us about your pet before

booking for them, so we can confirm. No aggressive animals are allowed on the property and right of admission is reserved.

Those who bring dogs or other animals to the properties are responsible to keep them under control and will be held liable for any damage, mishaps, injuries, or deaths due to the animal/s.

Damages & Lost Property

We reserve the right to charge for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Music & Noise

Music and loud noise is strictly forbidden at Otters Haunt Eco Retreat. Any reckless or bad behaviour is not allowed and you will be asked to leave the property. Soft background music is permitted but not loud party music. Should we have to ask you to turn your music down we will only ask once, the second time you will be asked to vacate the premises as per our policies.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed outside of the units. No smoking of any products whatsoever is allowed indoors. Please do not “flick” your cigarette into the bush as this is a huge fire hazard. Make use of the Ashtrays and Bins provided to dispose of your Cigarette butts safely.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk.

Parking or driving on the Lawns of Otters Haunt is strictly forbidden and you will incur a fine if caught.

Your Personal Details & Privacy

We are required to keep a register of your information as the main guest, this includes full names and nationality, and /or passport / ID numbers.

Failure to provide these details will prevent your occupation of the premises.

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed

Electrical Power Supply

You have been made aware prior to booking that the Otters Den River House, Porcupine Room & Guineafowl Cottage are all completely off the Eskom Grid.

Every night between 21:30 & 22:00 the power goes off to preserve the integrity of the battery storage units and then comes on again in the mornings by 7am. During the day, (as long as the sun is shining) there is plenty of power to run all machines and therefore we don't have a problem during the day, however the use of high voltage items (hairdryers, microwave etc) during the night (or when there is no sun) is forbidden as this damages the power storage cells.

Upon arrival please select a member from your party to be your "Solar Rep" we will give them a quick lesson in how solar works and equip them with the knowledge to use the power responsibly. No demands can be made to provide power when there are limits or service errors.

The Cormorant Cabin & Full-Moon Bush Camp are still on the Eskom Power Grid and you are required to follow the Eskom App to see schedules for power supply. You may ask us and we can advise accordingly. There is no Generator Back-Up power for the Full-Moon Bush Camp or Cormorant Cabin as it is a serious fire risk. Please ensure you have prepared yourself for Load-Shedding by bringing battery powered lights.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

We look forward to welcoming you to our beautiful family run establishment on the banks of the Vaal River.

Damian Janse Van Rensburg
OWNER, OTTERS HAUNT (PT Y) LTD
Graeme Addison
OWNER OF THE PROPERTIES, OTTERS HAUNT AND ILEKWE

This dated November 2022