

BOOKINGS

NO booking is confirmed until the deposit is received)

All proof of payments must be emailed to info@medolinocaravanpark.co.za - Failure to do so is a NON CONFIRMATION of your booking

A 50% deposit of the total amount is required for all bookings and must be paid within 48 hours of making a booking.

NO cheque deposits or payments are accepted

NO Diners Club or American Express credit cards are accepted

The tariff quoted are **subject to change**, depending on availability at the time of confirming your booking

ALL CHANGES to bookings must be done immediately in writing to info@medolinocaravanpark.co.za

Changes to dates constitutes a new booking and is subject to availability

Bookings made 48 hours or less prior to arrival must made payment immediately at the time of booking. Failure to pay the deposit on or before the due date may lead to the cancellation of the booking without prior notice.

Please ensure you reference your booking accurately. Banking charges are applicable in cases where we have to request your transaction information.

Medolino will not be held responsible / liable for interruptions of services like water, electricity etc during your stay

Medolino reserves the right to assign a different site to the one originally allocated to you under this booking

Maximum of 6 people per site – inclusive of children

Bookings of more than 6 people per site will be charged R250/person per night for each person over the 6 people per site limit regardless of age

Only 1 x vehicle with tent or caravan allowed per site. Extra vehicles, boat, trailer, etc to be parked at the designated parking area in the park

ARRIVAL and DEPARTURE times

Check in / arrivals must be within **office hours** unless other arrangements have been made with the office – ALL SEASON

Mon – Fri : 08h00 - 17h00

Sat : 08h00 – 13h00

Sun : 08h00 – 13h00

Check out is **STRICTLY** at **10h00** to give our staff enough time to prepare the site for the next camper – ONLY Easter and December

DAY VISITORS

Day visitors or guests have to report at office and sign visitor register

Day visitors or guests to park at the designated parking area in the park

Day visitors – R50 per person and R50 per vehicle – ALL SEASON

It is your responsibility to ensure that any guests / visitors you may have been familiar with the rules and regulations of Medolino and that the necessary arrangements and payments for your visitors / guests have been made with **reception prior** to their arrival.

To regulate the volume of guests, Medolino may, without notice, impose a “NO DAY VISITOR” policy

All visitors not legally residing or camping at Medolino must leave the premises before 22h00

NO fireworks are permitted at any time

CANCELLATIONS, REFUNDS and POSTPONEMENTS POLICY

Requests must be submitted in writing and refunding a deposit will be considered on merit subject to:

Failure to arrive after a 24 hour period or without notifying Medolino of your late arrival will result in a forfeit of your deposit or full booking payment

Guests will not be refunded when checking out early due to unfavourable weather or any other reasons

Deposits may not be transferred nor carried over to the next year reservation

Refund of the deposit paid will be as follows:

Notice less than 10 days before date of arrival – DEPOSIT WILL BE FORFEITED / NO REFUND ON THE DEPOSIT

2 weeks before date of arrival – 30% of the deposit is refunded

30 days (month) before date of arrival – 50% of the deposit is refunded

IN ALL OF THE ABOVE – a 15% cancellation fee is charged on the refunded amount

Postponements will be subject to availability and management approval. Notwithstanding the above, **the booking that is postponed must be taken up within 3 months of the original date.**

Failure to do so will result in a forfeit of any amount paid.

Deposits will be refunded in FULL with CLOSING of PROVINCIAL BORDERS by Government due to Covid19 - implemented and GAZETTE

GENERAL INFORMATION

We do not have a swimming pool but we have a delightful coffee shop – Suikerbekkie

A playground to keep the kiddies busy

We are a pet friendly caravan park – ALL SEASON

Please use only air-rated ground sheets and not solid ground sheet

Please bring a blue camping plug and adapter to access site electricity

Out of respect to fellow holiday makers – no loud noise or music – especially after 10pm

DISCLAIMER

Medolino shall not be responsible for any injury to, or death of any person, or the loss or destruction of, or damage to any property upon the premises, whether arising from fire, theft, or any cause and by whomsoever caused or arising from negligence (gross or otherwise) or wrongful act of any person in the employment of the resort. The guest further indemnifies and holds harmless Medolino against any claim.

Medolino, it's management and staff accept no responsibility for any deaths, injury or illness sustained or suffered by any person, theft, loss or damage to any property, occurring within or arising from a visit or visits to the resort howsoever caused and whether allegedly due to the negligence of the resort or any of its staff or arising from use of any facility.

Right of Admission Reserved.