

## IMPORTANT INFORMATIONS regarding BOOKINGS: -

- NO booking is confirmed until the deposit is received and receipted.
- Once a booking is confirmed a contract exists with Medolino Caravan Park and you **accept the terms and conditions of this booking and its policy regarding refund of payments and deposit paid**
- All proof of payments must be emailed to [info@medolinocaravanpark.co.za](mailto: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](mailto: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 or on the site they are visiting
- It is your responsibility to ensure that your guests / visitors are familiar with the rules and regulations of Medolino and that the necessary arrangements 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

## POLICY for REFUND OF DEPOSITS and PAYMENTS:

- **Notice in the month of arrival – DEPOSIT and PAYMENTS WILL BE FORFEITED / NO REFUND**
- **Notice 30 days and more before date of arrival – 50% of ALL payments are refunded**
- **IN ALL OF THE ABOVE – a 15% admin cancellation fee is charged on the refunded amount**
- Deposits will be refunded in FULL with CLOSING of PROVINCIAL BORDERS by Government due to Covid19 - implemented and GAZETTE
- **No refunds for unfavourable weather conditions, late arrivals or early departure – NO exception**
- 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

## GENERAL INFORMATION

- We have a “pool” for cooling down on that hot summer days
- A playground to keep the kiddies busy at the “pool” and boma area
- We are a pet friendly caravan park throughout the year – **STRICT DOGGIE RULES APPLY** – please familiarize yourself with the rules
- Please use only air-rated ground sheets and not solid ground sheets
- Please bring a blue camping plug and adapter to access site electricity
- We offer a laundry service at R20 / kg
- 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.