



GEORGE COUNTRY RESORT

George Country Resort reserves the right of entry, entry may be refused.

HOUSE RULES

Check-in / Check-out

- Check-in is at 14:00pm
- Check-out is **BEFORE** 10:00am, late check-outs will be billed for another night.

Payment

- The full amount is payable on or before arrival, no keys will be handed over before full payment is made.
- All guests must sign the register when checking in.
- By making a payment you agree to all our rules and regulations as stipulated below.

Terrain

- No permanent structures are allowed, only black or green camping shade is allowed IF it looks neat and fits within your pre-measured 10x10m camping site.
- Failure to honestly declare the correct number of guests staying in the chalet/camp and/or failure to notify us if the number of guests increases will result in immediate evacuation from our premises, WITHOUT refund.
- Only 1 caravan and maximum 2 vehicles are allowed per campsite and 1 vehicle per chalet.
- No clothes lines may be hung, clothes lines are provided at laundry.
- Park only in your allocated parking space. If any unauthorized parking takes place, the vehicle's wheel will be clamped and a fee of R500 will be payable to release the vehicle.
- Keys must be handed in at the office when you leave, please do not leave them in the chalet.
- You will be held liable for any broken or missing items in the chalet, please make sure to go through carefully and sign the inventory list.

General

- Respect your neighbors.
- All complaints must be recorded in writing in the office's complaint book.
- NO instructions or requests may be given to the resort's staff, please submit them to the office.
- Keep noise levels to a reasonable limit so as not to disturb other guests - **NO NOISE AFTER 22:00.**
- **NO LOUD MUSIC!** Music may only be played **IF** the volume is low and does not disturb other guests.
- Car radios may only be played when the vehicle is moving.
- The safety of our children is your responsibility.
- **The speed limit is: 10 km/h.**
- Driving under the influence of alcohol is **STRICTLY PROHIBITED.**
- No person may move around the resort with open alcohol.
- NO pets, quad bikes or fireworks are allowed.
- Do not use braai devices directly on the grass.
- Take precautions when making a fire and make sure you extinguish your fire.
- **NO DAY VISITORS!**
- The swimming pool is **ONLY** for customers and residents of George Country Resort.
- NO eating and drinking in the pool.
- NO swimming after 9pm.
- No children under the age of 6 years old are allowed at the pool without parental supervision.
- No access to George Country Resort's stores.
- The animals in the resort may not be chased, caught, frightened or injured in any way.
- **Toilet paper in the ablutions is not provided, please bring your own.**

ONLY 1 WARNING WILL BE GIVEN WHEN CONDITIONS ARE VIOLATED WITH THE 2ND OFFENSE YOU ARE ASKED TO LEAVE THE PREMISES IMMEDIATELY WITHOUT REFUND.

PAYMENT RULES AND CANCELLATION POLICY:

- A 50% deposit is required to confirm all bookings, no booking is secured without a deposit.
- Children 2 years + pay full price. Children under 2 years old stay free.
- **Cancellations 30 days and more before arrival forfeit 25% of the total amount paid.**
- **Cancellations 15 days to 29 days forfeit 50% of the total amount paid.**
- **Cancellations 0 days to 14 days forfeit 100% of the total amount paid.**
- All confirmed bookings must be cancelled in writing.
- **No refunds for early departure, the decision is final and non-negotiable.**
- Rates are subject to change without notice.
- **Specific campsite plot numbers and/or Chalet Numbers will NOT be guaranteed for Bookings of less than 14 Days**