



# Camp Rules

## 2025

These rules are in place to ensure a safe, enjoyable, and God-honouring experience for all participants.

Please read carefully and abide by them throughout the camp.

### General Conduct

1. All camp participants are under the authority of their team leaders for the entire weekend. Team leaders will resolve issues regarding their teams. If necessary, they may involve church leadership.
2. Group leaders are acting as your parents during the camp please respect their authority at all times.
3. Be courteous and respectful to others, including in the use of bathrooms, dining areas, and shared spaces.
4. Abide by all resort rules to ensure godly conduct and a good representation of True Worshippers Tabernacle.

### Attendance & Participation

5. Attendance at all sessions is compulsory as outlined in the camp program/booklet. No one may leave sessions early or miss sessions without permission.
6. All participants must bring their Bibles, writing pads, and pens to every session.
7. Participation in all team activities is required. If you are unable to participate, explain to your team leader, who will decide on the matter.
8. Unnecessary disruptions during sessions are strictly forbidden.
9. Timekeeping is essential. Follow the program as stipulated. If sessions run longer, leadership will inform you of any amended times.

### Meals & Kitchen Rules

10. Meal preparations allocated to each team are a team effort-all members must be present and actively involved.
11. Meals will only be served during designated times as indicated in the camp booklet. Be punctual.
12. Only the team assigned to meal preparation may be in the kitchen or prep area during their slot. This will be monitored by the camp committee.
13. Special dietary requirements must be reported to your team leader, who will arrange for alternatives

## **Sleeping & Room Arrangements**

14. No changing of teams or sleeping arrangements is allowed. Any special requests must be made with leadership before camp or through team leaders during camp.
15. Sleeping arrangements disputes must be directed to the camp committee for resolution.
16. Rooms must be kept neat and tidy at all times. All breakages must be reported to team leaders immediately.

## **Movement & Site Rules**

17. No participant may leave the campsite without the authorization of leadership. Permission must be obtained from team leaders and confirmed by church leadership.
18. During free time, do not wander aimlessly or go into remote areas. Stay within designated areas for safety.
19. Swimming is permitted only until 8:00 PM. Night swimming is strictly forbidden.

## **Technology & Behaviour**

20. Cell phone use must be minimized during free time. During sessions, phones must be switched off or placed on silent.
21. Messing (playful pranks) must never harm anyone and must always be cleaned up afterwards.
22. All problems or conflicts must be addressed with team leaders or leadership, not among participants.

## **Safety & Responsibility**

23. True Worshippers Tabernacle is not liable for any losses, theft, injury, or death during camp. Please take care of your belongings and conduct yourself responsibly.

By attending this camp, you agree to follow these rules to ensure a safe, respectful, and spiritually uplifting environment for everyone.

## **"What to Bring Along"**

It is very important to inform your group members to include the following in their luggage  
(don't forget to inform your bus drivers, too!)

### **A. All Group Bookings, and Individual / Non-Group Bookings:**

- **Bedding** - we DO NOT supply any bedding. Bring your own fitted and/or flat sheet(s) blanket/duvet/comforter or sleeping bag and a pillow with pillowcase.  
Alternatively, you may hire 1 [one] set of bedding (comforter, fitted sheet, pillow with pillowcase)  
from us at an extra cost per set.
- **Towels** (should your luggage allow it; you might want to add a separate towel for the beach! 😊)
- **Eating utensils** – we only supply take-away style eating utensils, should you not wish to eat from  
those supplied, you are welcome to bring your own eating utensils (such as a plate, a bowl,  
a cup/mug/tumbler, a knife, a fork, a spoon/teaspoon)
- **Dishwashing liquid** – (self-catering camps only) enough to wash your own eating utensils.  
Warm, soapy water will be available to camps who take “paid meals”.
- A **dishcloth** to dry your own eating utensils (where applicable)
- **Extra toilet paper** (if required) - We do supply each toilet with toilet paper.  
You are welcome to bring extra toilet paper, should your group need any for any other purposes.
- **Personal effects** such as toiletries and clothing
- **Electric equipment** such as cell phone battery chargers and two-point plugs, hairdryers, etc.  
as well as electric extension cords (we DO NOT supply or lend out any electric equipment)
- **Prescription medicine** (where applicable)
- **Non-compulsory items**, such as insect repellent, a torch, a hat, sunblock, etc.
- Any item as **required** by your group
- **First Aid Kit** and/or **First Aiders**

## **B. Self-Catering Group Bookings only:**

(Please make sure to add the following to list A above, as we do not supply these to Self-catering groups)

- **Cleaning staff** – we DO NOT clean the kitchen during or after your group has used it
- **Dishwashing liquid and other cleaning materials** for cleaning the kitchen after use
- **Sponges, scourers, swabs, etc.** to wash your kitchen utensils
- **Dishcloths** to dry your kitchen utensils
- **Aprons, oven mitts and oven gloves**
- **Tablecloths**
- **Mop caps, plastic gloves, etc.** and other protective clothing needed
- **Black bags** (we only supply black bags for the black refuse bins)

## **C. Individual / Non-Group only:**

(Please be aware that our rooms and dormitories are not equipped with any self-catering equipment

such as a stove, fridge, microwave oven, a kettle and the necessary kitchen utensils.)

Please add the following to list A above:

- Any **cooking equipment** according to your needs (e.g., small gas stove, kettle, small fridge, cooking utensils, etc.)
- **Portable fan** should the weather be too hot or humid.

## **D. Laundry Service:**

**PLEASE NOTE:**

We DO NOT have any **laundry and/or ironing facilities** or services available on our premises. Should you need any of these services during your stay, please enquire with management for details on local laundromats in town.

Any guest using a clothing iron on the premises should take care NOT to overload the electric plugs. (Ideally guests should not use multiple clothing irons at the same time.)

## Indemnity

### Camp Rules, Regulations and Guidelines

### Financial Terms and Conditions of Payment

Please take note of the following rules and regulations, guidelines, indemnity declarations and financial policies for our camp centre. It is **your responsibility** to **brief your group** and/or all included in your booking accordingly and to make sure that **everyone adheres thereto at all times**. Please take note that **extra costs** for cleaning, repairs of, replacement of, etc., will be charged if the premises or any part of the property is left damaged, excessively dirty in any form whatsoever, for any reason whatsoever, or in the event of any of the rules, regulations and guidelines as given below are not reasonably kept. Should anyone not adhere to any of the rules and guidelines stated here, he/she will be asked to leave the premises immediately, without any refund of any costs. VCSV/UCSA Winklespruit reserves the right to **subtract such costs** from the **refundable breakage deposit**.

## Indemnity

1. VCSV/UCSA Winklespruit and its management and staff, at all times, reserves the full right of admission and accepts no liability for any loss or damage that may result from the legal and reasonable exercising of such rights. Right of access is always reserved and whilst every care has been taken to ensure the safety of guests/groups, all guests/visitors enter the premises on their own risk and VCSV/UCSA and its management and staff will not be liable for any injuries, illnesses or fatalities during the period of their stay.
2. Whilst every care has been taken to ensure the safety of the possessions of the guests/groups whilst enjoying our facilities, VCSV/UCSA Winklespruit and its management and staff does not accept any liability in the event that any loss or damage to any valuables or property belonging to any guest and/or their visitors is experienced. It is therefore the sole responsibility of all guests/groups/visitors for the safe keeping of personal belongings and to make arrangements for adequate insurance coverage on all valuable items prior to arrival at VCSV/UCSA Winklespruit. This includes, but is not limited to photographic equipment, laptops, cell phones, or other electronic devices, jewellery, cash and vehicles. Keep safety in mind: At night-time, or when leaving the camp site, please lock your unit and close windows securely.
3. Whilst VCSV/UCSA Winklespruit and its management and staff will adhere to all rules and regulations as set out by the South African Government with regards to the Covid pandemic, we will, however, not accept any liability in the event that any guest/visitor is tested positive for the Corona Covid virus and all its variants, whilst on the premises, or after having departed from the premises. This also applies to any other contagious disease, known or unknown.
4. Any guest/group or their visitors using the beach directly adjacent to the camp site, or the public swimming pool and surrounding areas should understand and be fully aware that they are utilising such facilities entirely at their own risk and that there are no lifesaving facilities of any nature provided and therefore indemnify VCSV/UCSA Winklespruit and its management and staff, as well as the owners of such facilities in full and shall have no claim of whatsoever nature against VCSV/UCSA Winklespruit, its management and staff and the owners of the facilities as mentioned, including any claim from any injury/bodily harm/death and or/loss of property which could arise from the use of this facility. Camp leaders should ensure that all safety measures are implemented when children or

groups visit the beach area and should rather revert to utilising beaches where lifeguards are on duty when swimming in the sea.

5. VCSV/UCSA Winklespruit and its management and staff does not accept any liability for any negative effects on human health incurred as a result of any person smoking, consuming or taking any substance in any form or drinking any alcohol whilst on their premises.
6. Minors are the sole responsibility of the parents, guardian(s) or the person(s) in whose care they are whilst at VCSV/UCSA Winklespruit or whilst using its facilities. The Responsible Person/Group Leaders should ensure that all minors are adequately cared for. VCSV/UCSA and its management and staff will not be liable for any injuries, illnesses or fatalities suffered by any minors during the period of their stay.
7. We acknowledge that any circumstances or injuries or any other reason may prevent visitors to start or to complete their booking period. VCSV/UCSA and its management reserve the right, however, not to be held responsible for any reimbursement of funds in the event of non-attendance or of early departure due to any circumstances whatsoever.

## Camp Rules, Regulations and Guidelines

### General:

1. **It is the responsibility of all guests and their visitors to ensure that the premises are left in the same way it is found.** Please make use of the brooms and mops to clean your rooms/dorms and the garbage bins for all waste to keep our premises **neat and clean** at all times.
2. **Damage** to or destruction of any VCSV/UCSA property will not be allowed. Anyone guilty of such actions will be liable to pay the cost of repairs to or replacement of such property or upon refusal, legal action will be taken. VCSV/UCSA and the management reserve the right to inspect all rooms, dorms, buildings and facilities used by a group before or after their departure.
3. The camp venue is surrounded by holiday- and residential flats, and we therefore kindly request that all guests and visitors take our neighbours into consideration, as they are very tolerant with regards to loud noise emanating from our camp centre. Please adhere to and respect the local municipality **silence** guidelines: **22:00 to 07:00** (Sundays to Thursdays) and **00:00 to 07:00** (Fridays and Saturdays).
4. We require that all **staff and employees** of VCSV/UCSA or their designated persons be treated with respect. Anyone not adhering to this request will be escorted from the premises immediately, without re-imbursement of any fees or costs.
5. **Notify management immediately of any guests who are sleeping over, other than those that are booked and paid for.** Apart from obtaining proper permission for their stay, there is an extra fee that must be paid for these guests before they will be allowed on the premises.
6. **All Day Visitors** attending your camp/conference, etc. must be declared and paid for before these guests will be allowed on the premises (please refer to section 5 Costs).
7. The **maximum of persons** per unit can be adjusted, if arranged with management in advance. Management has the right to limit the quantity of persons per room or dormitory.
8. Please note that VCSV/UCSA Winklespruit **does not supply any bedding, towels and eating utensils**. We also only supply 1 [one] roll of **toilet paper** per toilet, thereafter it is the responsibility of the group to supply according to their needs (please refer to "6. What to bring along").
9. Although very unusual, bookings may at times require that **more than one group** occupy different areas of the premises at the same time. VCSV/UCSA Winklespruit therefore requests that all groups

respect each other's different needs by planning activities in such a way that it does not disturb the other group(s). Meals may overlap where all groups use the same mealtimes, unless otherwise arranged by management or Group Leaders.

10. Please discuss special requests and arrangements with regards to your **times of arrival and departure** with the Camp Centre Managers. Normal times of departure should be considered as 10:00, if departing after breakfast/brunch, and 14:00 if departing after lunch. Groups should make proper arrangements for transport to collect their members timeously.
11. Please handle **keys** with care. A **fine** will be charged for keys that are lost or damaged in any way and/or where duplicate keys need to be provided. Make sure that all keys are handed in to the manager on the day of departure.
12. To allow for **proper cleaning time**, Management also reserves the right to kindly request a group to vacate their rooms at **08:00**, should there be a booking immediately after theirs. In such a case, a room/hall will be designated for the safe storage of their luggage and belongings in the meanwhile.
13. In general, our camp centre has a "**no pet or other animals allowed**" policy. However, exceptions can be made in extreme emergency situations where the circumstance has merit. Arrangements MUST then be made with management to obtain special permission. Certain conditions will also apply before permission will be granted. ALL pets MUST be **declared** upon arrival.
14. **Lost and Found Items:** In the event that your group or any member / guest of your group unintentionally leave any item or belonging at the camp upon departure, such items will be stored at the camp centre as "lost-and-found" for a period of **2 weeks** only. Should no-one enquire about or claim such items and make arrangements to collect it from the camp centre, it will be declared forfeited and donated towards a charitable cause.
15. **Laundry Services:** The camp DOES NOT have any laundry or ironing services or facilities. The camp manager will direct guests to the local laundromat, should such services be required. **DO NOT** overload the electrical supply by using multiple clothing irons at the same time!

## **Terrain:**

16. **Rinsing off of sand** from the beach should be done at the designated outdoor showers (located between the two ablution blocks). No-one will be allowed to rinse off any sand inside the communal bathrooms, or any of the onsite facilities. If excess beach sand is found in these bathrooms, a **fine** will be charged.
17. Groups and/or individuals are welcome to make use of any **outdoor areas** when presenting programmes, having team-building events, playing games, relaxing, etc. as long as the area is suitable for the activity. However, no activity where the kicking/throwing of any balls are involved, will be allowed in the open undercover dining area, the areas next to the auditorium or areas close to windows, etc. Where any damage/breakage occurs as a result of any group/individual not complying with this rule, the cost for repairs will be charged to the group/individual.
18. Although VCSV/UCSA and its management understand the need of groups for specific activities using specific **props and media** and do not have any objection to such activities, no-one will be allowed to cause any damage to any part of the property during such activities and the group/individual will be liable to cover the costs of any such damages. This rule will also apply should group members indulge in the act of "pranking" each other. (An example of such damage is the throwing of raw eggs, which leaves irremovable marks and stains on painted surfaces).
19. Our **Fauna and Flora** are valuable and form a vital part of the ecosystem. Most of the **plants and trees** on the premises are protected species and may not be removed or damaged at any stage. **No picking or damaging of flowers** or any other plants will be allowed. No playing in the garden beds. Climbing of trees is prohibited. A **penalty** will be charged for damaged plants and trees! Our camp

centre is also the natural habitat of some **smaller animals**, such as the banded mongoose, geckos and several species of birds, snakes, spiders and insects. The occasional frog and crab may also be seen. The daily migration of a troop of monkeys is a common occurrence in our campsite. You may enjoy watching them play, but DO NOT feed, play with, hurt or grant the monkeys entrance into any of the buildings. All other animals MUST be left alone and should **not be tampered with**. In the event that any animal may have entered any facility, guests are requested not to attempt removing the animal themselves, but rather to report this to the camp managers, for the safe removal of such animals by the applicable experts.

20. Due to **water restrictions** and drainage of water in the campgrounds, NO washing of vehicles is allowed on the premises. Please enquire with the Camp Centre Managers with regards to "Car Wash" businesses in the area, should you need to wash any of your vehicles.
21. Please report any **damages and leaks** immediately, especially toilets that are out of order, and drains that are blocked.
22. All **equipment** remains the property of VCSV/UCSA and its management and no equipment, utensils or any other relevant VCSV/UCSA property may be removed from the premises.

#### **Rooms and Dorms:**

23. No **mattresses and/or beds** may be **removed** from or swapped around between rooms and dorms, unless authorised by management in special circumstances. A **penalty** will be charged for moved beds and mattresses without authorisation.
24. No mattresses are allowed on the **floor** of the rooms and dorms or **outside** on the ground or grass.
25. Strictly **no wet** and/or dirty clothing, costumes or towels and/or dirty feet are allowed on the mattresses!
26. **No eating of meals / food** is allowed inside the rooms and dorms for group bookings. Please make use of the designated dining area(s) at all times. A fine will be charged where evidence of meals eaten in rooms and dormitories is found. No storage of food in any form or boiling of water is allowed inside the rooms and dorms. (This rule does not apply to individual and/or non-group bookings.)
27. All rooms, dorms, and other facilities are locked with its own **night latch** ("yale" lock). No-one is allowed to play or tamper with door locks. No-one is allowed to force open a lock by kicking or shoving the door, or by any other means. Locks that are not working should be reported to the managers immediately, in order to arrange for the proper repairs. Should any lock be **broken** due to any other reason than wear and tear, the group will be charged with a **replacement fee** for the lock.

#### **Halls and Other Facilities:**

28. No **chairs and/or tables** may be removed from or moved around from one building to another, without prior permission from the camp centre managers.

#### **Kitchen:**

29. The kitchen is **strictly off-limits** for non-VCSV/UCSA staff and non-kitchen staff when a group is making use of the on-site catering (paid meals) option. No guest/visitor will be allowed to enter the kitchen without permission and proper supervision.
30. Unless special arrangements have been made with management during the booking process, please adhere to the **standard times** for meals (see *Meals*). No changes to the menu will be made after it has been finalised.
31. Guests with **special dietary requirements** and needs should store their pre-cooked and prepacked meals inside the kitchen (cold room / freezer) when their camp commences. The Kitchen staff will not be liable for serving such meals but will guide these guests when preparing / heating up their meals.

32. The kitchen staff of a **self-catering group** will be **fully responsible** for all health and safety aspects in the kitchen during their booking (other than the normal standards already adhered to by the camp centre itself). For extra safety, only allow your cooking staff and leaders into the kitchen, especially when busy cooking your meals.
33. All **self-catering groups** need to pay close attention to any **instructions** from any VCSV/UCSA Staff Member, with regards to kitchen utensils, electric appliances and especially the gas system at all times. Should any of the utensils, appliances, furniture, gas system or any parts of the kitchen be damaged or lost due to negligence on the part of the self-catering group, all costs of such damage or loss will be paid by the group.
34. All **self-catering groups** are to be reminded that the hiring of the kitchen does not automatically include a cleaner and the group will therefore be responsible for **cleaning the kitchen** and/or any of the utensils used properly after every use and especially before departure, by using cleaning materials, dishwashing liquid, dishcloths, sponges, scourers, swabs, etc, supplied by the group for such purpose (the camp centre will supply the necessary brooms, mops and buckets, as well as black bags for the refuse bins). The group should also supply their own aprons, oven mitts, oven gloves and tablecloths. Should the kitchen not be left in a clean and neat state, the cost for cleaning the kitchen will be subtracted from the refundable breakage deposit.

## **Health and Safety:**

35. No **smoking** in any form and of any substance is allowed inside of or within close proximity to any building on this camp centre. A fine per room, dorm or building that smells like any smoke and or if evidence in the form of cigarette buds, ash or vapour of smoking is discovered in any room, dorm or building after staying over, will be charged. Smoking is only allowed outside the building, in the open air and not in the vicinity of any of the other guests or staff members, whatsoever. Cigarette buds are to be disposed of by throwing it into the appropriate dustbins and NOT onto the grass or inside the flowerpots. (NB: NO hot ash or smouldering cigarette buds in the bins, please!)
36. The use of any and all **narcotics or drugs**, other than legally prescribed by a qualified medical physician, are strictly prohibited on the premises and inside any and all facilities on the premises.
37. The abuse of, or excessive use of **alcohol** is prohibited on the premises. No person misbehaving under the influence of alcohol will be permitted on the premises. Any person defaulting on this rule will be escorted from the premises immediately, without any reimbursement of any fees or costs.
38. No **open fires** other than that designated for the official fire pit and those designated as the braai facilities are allowed on the premises. In the event that your programme has the need of a "campfire", please liaise with the Camp Centre Managers for assistance in this regard.
39. The use of **fireworks** in South Africa is regulated by bylaws under the Explosives Act, 1956. It states that: *Fireworks may not be set off in any public place, for example, in parks, on the pavement or the streets. This also includes shopping malls, restaurants, liquor stores and clothing retailers.* In account of this act, fireworks will neither be tolerated inside the camp centre premises nor in the vicinity thereof and campers are strongly advised against setting off fireworks on the beach.
40. The **fire extinguishers** are part of the Health and Safety aspects and obligations of VCSV/UCSA. No-one is allowed to tamper or play with, remove or discharge any fire extinguisher unless in the event of a fire or emergency. Prosecution will follow in terms of OHS Act 85/1993 (Section 43) in the event of any default in this and a fine will be charged should this be the case. Please inform the staff and/or management in the event that you were compelled to make use of a fire extinguisher, to assist us in the refilling thereof.
41. Do not tamper with any **electrical equipment**. Anyone found guilty of this, will incur a fine. Please report all electrical faults to the camp centre managers immediately.

42. To prevent injuries to campers and damage to VCSV/UCSA property, NO-ONE is allowed to climb through any **window** of any building at any given time. Such a person will be fined if found guilty of such an act. In the event that a key is accidentally locked inside a room or dorm, kindly obtain assistance from any VCSV/UCSA staff member on duty in the premises to open the room or dorm with our "service keys". The Camp Centre Manager(s) may be called after hours to open up the relevant room or dorm (NOT the security guard!).
43. The **main entrance gate** should be kept closed at all times and should be guided when visitors, guests or groups enter or leave the premises at any time. Each group will receive a gate code for easy access and exit. Should the automated gate motor be, for any unforeseen reason, out of order, the gate will be locked at 22:00 every night and one key will be provided to every group booking / individual booking, should they need to make use of the gate later than 22:00, or early the next morning.
44. Please note: Although every effort has been made by VCSV/UCSA to keep the premises safe, crime is a reality in South-Africa and increasing by the day. It is therefore compulsory that guests make use of the CCPD **Security Guards** for their safety and convenience (please refer to the section on "Security"). In the unfortunate event of a break-in, theft or any incident of any kind, please notify the camp centre managers immediately.
45. Guests are to provide their own **First Aid Kits** and/or **First Aiders** for their particular booking and VCSV/UCSA Winklespruit cannot be expected to render such services, other than in the utmost cases of emergency.

## **Penalties Fines:**

The following penalties and fines will be charged to your refundable breakage deposit for non-adherence to the Camp Rules, Regulations and Guidelines as set out in this document:

1. Premises not cleaned thoroughly: A cleaner will be appointed and a total cost of **R260** per day (Mondays to Saturdays) or **R520** per day (Sundays & Pub Holidays) will be charged.
2. Damage and/or breakages to any part of the campsite: A **quotation** will be obtained for repairs. The quoted amount will be charged to your deposit.
3. Day Visitors not paid for: The **amount due** will be charged to your deposit (however, this penalty does not exempt the group from declaring and paying for Day Visitors before the time.)
4. Lost or damaged keys: **R200** per set of keys  
Damaged key holder: **R100** per key holder
5. Excess beach sand in bathrooms: **R200** per booking (if high-pressure is needed to open a blocked drain, the charge will rise to **R1 000** per booking.)
6. Broken-off / damaged plants and trees: **R200** per booking
7. Beds and / or mattresses moved without permission: **R200** per bed or mattress
8. Evidence of meals eaten in rooms or dorms: **R200** per room or dorm
9. Tables / chairs moved from one building to another without permission: **R200** per building
10. Broken or damaged tables: **Cost of repairs** charged to deposit
11. Broken or damaged chairs: **R150** per chair
12. Kitchen hired and not cleaned properly before departure: A cleaner will be appointed, and your deposit will be charged with **R260** per day (Mondays to Saturdays) or **R520** per day (Sundays & Pub Holidays).

13. Any evidence of smoking in any building: R200 per building
14. Tampering with or setting off of Fire Extinguisher(s): R1 500 per fire extinguisher
15. Tampering with electrical equipment: R1 000
16. Evidence of climbing through a window: R200 per person per event
17. Pets or other animals without permission, arrangement or not declared: R150 per pet or animal

## Financial Terms and Conditions of Payment

***Note: We reserve the right to refuse any individual/delegate, day visitor and/or group and all its leaders and members, etc. entrance and access to our premises, should there be any outstanding fees or proof of payment. Group leaders and responsible persons should ensure that this is explained to their group members and guests alike.***

### **A. Deposit:**

1. We require a standard refundable breakage deposit to secure your booking. Please take note that a booking will only be valid upon receipt of this deposit. Your Quotation will be valid for 7 days, thus the deposit is due **within 7 days** after the acceptance of the quotation to prevent the cancellation of your booking. The signed Quotation should accompany the proof of payment.
2. The deposit will be R500 per Individual or Non-Group Bookings, and R3 000 per Group Booking.
3. This deposit will be refunded within 7 to 14 days after departure and is subject to inspection prior to departure. Please take note that, should you or any members of your group and/or their visitors incur any penalties or fines as per our rules, regulations and guidelines, or cause any damage or loss to the property at any time, or do not comply to any of the rules, regulations and guidelines as stated previously in this document, the costs of such penalties and fines, loss or damage, etc. will be subtracted from the refundable breakage deposit and the balance thereof will then be refunded. Should the cost be more than the deposit paid by your group, VCSV/UCSA Winklespruit reserves the right to bill your group accordingly. A “Refund Statement” will be sent together with the proof of Payment of the Refund.
4. The refund amount due to you will be paid into a Bank Account as specified by yourself on the Booking Enquiry Form. Please note that NO refunds will be made in cash, whatsoever.

### **B. Booking Fees (after deposit has been paid)**

#### **1. Accommodation:**

- a. **31 or more days (4 and more weeks)** before the booking date:

At least 25% of the entire balance due, based on the minimum expected number of people in your booking, should be paid.

- b. **7 or more days (1 and more weeks)** before the booking date:

At least 50% of the entire balance due, based on the minimum expected number of people in your booking, should be paid.

- c. **2 or more days** before arrival:

The total amount outstanding on **Accommodation Fees** should be paid up.

- d. **Please Note:** The organiser of, or person responsible for your booking need to supply the Campsite Bookings Manager with the final minimum expected number of people at least 2 days before arrival. Only in extreme cases will it be allowed to submit the final numbers on the

starting day of your booking. This will also ONLY be allowed BEFORE your group members arrive at the camp. **Under NO circumstance is it allowed to book for a specified amount of people and only pay for those arriving at the campsite on the arrival date.** Should less people than the final minimum expected number of people as indicated on your latest quotation attend your booking, you are still liable to pay for the number of people that you indicated. It is also NOT ACCEPTABLE to first conclude your booking and then indicate how many people attended your booking and then pay for those people only. The final amount payable for accommodation is calculated by using the final minimum expected number of people as supplied by the organiser of your booking, plus all extra people arriving after the arrival date, will be added to your Invoice. (Also refer to point 5 in “C. Cancellation” below.)

## 2. Day Visitors:

- a. The total number of day visitors needs to be declared before the booking commences, in order to add these costs to the Invoice.
- b. Where the total day visitors cannot be determined before the date of arrival, it needs to be declared and paid for as soon as possible. A supplementary Invoice may be issued for these people.
- c. Day Visitors will be charged a fee per person per day.
- d. Anyone setting up or decorating the venue prior to the arrival date, that takes place for 6 hours or longer, will be treated as a Day Visitor, therefore a Day Visitor's fee per person per day will be applicable.

## 3. Catering and / or Kitchen Hire:

- a. **Self-Catering Groups:** **2 or more days** before arrival:

Total amount outstanding on the hiring of the kitchen for *Self-Catering* (where applicable) to be paid up.

- b. **On-Site Paid Meals:** **7 or more days (1 or more week)** before arrival:

Total amount outstanding on *On-site Paid Meals* (where applicable) to be paid up. This is to ensure that the necessary stock is purchased on time.

## C. Cancellation:

The following will apply to any cancellation not mentioned in C.4. of the Financial Terms and Conditions of Payment and corresponds with the *Consumer Protection Act 68/2008 Section 17(1)-(5)*.

1. All Bookings are treated as “first-come-first-serve”. Therefore, we reserve the right to cancel the booking without further delay or notification, if the deposit is not paid as required.
2. We further reserve the right to cancel the booking without further delay or notification, should any individual, nongroup member, or group (including all members and guests in the booking) not comply with the Camp Rules, Regulations and Guidelines.

### 3. Cancellation of Entire Bookings:

If a booking is cancelled **6 weeks and less prior to the scheduled date of arrival**, the group agrees to pay as follows (this includes cancelling a specific day which is part of the original booking, for example, a weekend was booked, but later on the group decides to only arrive on the Saturday and depart on the Sunday): a. **8 to 42 days (1 to 6 weeks)** before the scheduled arrival date:

- The Refundable Breakage Deposit will not be refunded if the entire booking is cancelled and will therefore be forfeited.

- A cancellation fee of 50% of the balance due on the latest quotation issued for the specific booking will be charged and needs to be paid to VCSV/UCSA Winklespruit on the day of cancellation.
- R100 administrative fee will be charged for the repayment of the balance, if any.

**b. 0 to 7 days (1 week)** before the scheduled arrival date:

- The Refundable Breakage Deposit will not be refunded if the entire booking is cancelled and will therefore be forfeited.
- A cancellation fee of 100% of the amount due on the latest quotation issued for the booking, will be charged and needs to be paid to VCSV/UCSA Winklespruit on the day of cancellation.

4. In the case that any events such as Natural Disasters, Pandemics, all events related to "Acts of God", States of Emergencies, etc., may prevent or prohibit a booking from taking place, such booking will be placed on hold and will be postponed and not cancelled in its entirety. The funds already paid by a group for such a booking will be kept as credit towards the next booking. The new dates for such a booking will be determined after the resolving of whatsoever prevented the booking from taking place, as well as the availability of such dates.
5. Please note that, other than that which is stated in C.3. and C.4. above, NO reimbursement of funds whatsoever, shall be made in respect of any member of any group or any individual who, for any reason whatsoever, cannot start or complete their booking period, after such booking period have been confirmed and/or paid for in terms of this policy, except in the case of the death\* or hospitalisation\* of such person(s). This also applies in cases of non-attendance of any member of the group, the group as a whole, or any individual of such a booking or in the case of early departure, both due to any circumstances whatsoever. \*NB: Proper proof of any person not able to attend because of death or hospitalisation must be provided before any reimbursement in such a case will be considered.

**D. General:**

1. NB: There will be an annual increase in our rates to provide for national CPI and food increases.
2. We prefer that all payments for **group bookings** be made by the group (not by individual members) into our designated bank account, via EFT (Electronic Funds Transfer) ONLY. **NO CASH PAYMENTS**, please!
3. The ONLY exception for cash payments will be payments from individual / non-group bookings and/or day visitors to group bookings, the amount not exceeding R2 000,00 in total.
4. VCSV/UCSA Winklespruit reserves the right to add banking costs and fees to the Invoice or to subtract such costs and fees from a Deposit Refund, should any cash deposits be made into our bank by a group booking. This applies to all cash payments made towards a specific booking, whether paid in person directly to the relevant representative of VCSV/UCSA Winklespruit, or paid directly into the bank account of VCSV/UCSA Winklespruit to a teller inside the bank, or at an Automated Teller Machine (ATM).
5. Bank account details are as follows (this can also be found on the Invoice):

VCSV Winklespruit, ABSA Bank Cheque Account Number: 3300150305, Branch Code: 632005  
 Reference: [Invoice Number], email proof of payment to: [winklespruit@vcsv.co.za](mailto:winklespruit@vcsv.co.za)