

**TERMS & CONDITIONS – WESSA uMngeni Valley**

Booking Office: 8h00 – 16h30 Monday to Friday

Reserve Reception hours: 07h30 – 16h30 daily

Tel: 033 330 3931 (office hours)

After hours: 072 194 3041

- Deposit of 50% confirms booking – Deposit / Proof of payment should be emailed to [bookings@wessa.co.za](mailto:bookings@wessa.co.za). Final payment is due prior to arrival, unless prior arrangements have been made to pay on arrival.
- All our accommodation units are non - smoking – please adhere to these rules.
- For Safety & Security reasons always be vigilant. When leaving the premises, please ensure that all doors and windows are securely locked. DO NOT sleep with doors, sliders or windows open.
- No pets are permitted on the reserve.
- Right of admission – No person may be a nuisance or hindrance to any other person. No loud music to be played on premises by way of car radios or C. D's. No noise will be tolerated after 10pm. Any misconduct will result in immediate eviction with no refund.
- No alcohol permitted in the Education Center accommodation.
- DSTV – Compact is available in chalets.
- Each chalet has two single beds. Units are self-catering. Please do not exceed the maximum of 2 guests per room.
- No refunds for early departure.
- Chalet accommodation and Function Hire - A R35.00 per person daily conservation fee is payable to access the reserve during your stay. No access to the reserve will be permitted after 16h30, unless by prior arrangement.
- Chalet accommodation - Two rolls of toilet/tissue paper will be provided upon your arrival & not throughout your stay.
- Chalet accommodation - BATH AND HAND TOWELS ARE NOT PROVIDED. Please provide your own towels for the duration of your stay.
- Cleaning Service – Please note basic chalet cleaning services are available for a mini service only.
- Please report to reception on arrival. Reception hours are 7h30 – 16h30 daily. Your gate access code will be issued to you on arrival.
- Chalet accommodation - Check in times (14h00 – 16h30) & check out times (10h00) must be adhered to. Should your arrival be later than 16h30, please contact our offices to make the necessary arrangements to collect your key.
- Belongings left after vacating the premises will be disposed of after one month, unless otherwise arranged with management for storage.
- Should keys or disc be lost – kindly note an amount of R300.00 will be charged.
- No fire arms are allowed, unless previously discussed with management.
- Should WESSA suffer any loss or damage because of an act or omission by a guest and / or visitor, the guest and / or visitor will remain liable for the full reimbursement of such loss or damage incurred and will be billed accordingly. Please report any breakages immediately. Liability of costs will be for the Center Manager discretion. Please report any breakages immediately to reception.

**PLEASE NOTE - VENUE HIRE:**

- Deposit of 50% confirms booking – Deposit / Proof of payment should be emailed to [bookings@wessa.co.za](mailto:bookings@wessa.co.za). Final payment is due prior to arrival, unless prior arrangements have been made to pay on arrival.

Bookings Website: [www.wessabookings.co.za](http://www.wessabookings.co.za)

Bookings Email: [bookings@wessa.co.za](mailto:bookings@wessa.co.za)

Bookings Telephone Number: +27 87 460 0600

- A Discretionary clean up refundable deposit may apply for big groups and be advised when making the booking. This deposit will be refunded after inspection of the venue, which is found to be in its original state.
- A Breakages deposit is payable prior to the date of the function. This deposit will be refunded after inspection of the venue, which is found to be in its original state. The person hiring the venue will be responsible for any breakages or damages to property during the function, should this exceed the refundable breakages deposit amount paid.
- Please make prior arrangements with the booking's office, should you require an early set up.
- Right of admission – No person may be a nuisance or hindrance to any other person. No noise will be tolerated after 10pm. **Venue Hire only available till 10pm.** Any misconduct will result in immediate eviction with no refund.
- No persons are permitted to enter any other areas of the Education center or Reserve, which are not included in the function area hired.
- For Safety & Security reasons always be vigilant. Please contact the booking office should you require additional security for the duration of the function. This cost will be added to the final function hire invoice.
- No kitchen facilities, crockery, cutlery or glassware are included in venue hire. Please discuss catering options available at uMngeni Valley.
- Boma hire includes Fire wood for the duration of the function.
- No tables, chairs and decor are included in function hire unless by prior arrangement.

**Where cancellation occurs:**

- 7 - 21 days before date of arrival - 75% (seventy five percent) may be retained.
- 0 - 7 days before date of arrival, or no-show – the full deposit may be retained.
- Bookings made within a week or less 25% (twenty five percent) of deposit will be retained for admin fees.
- On arrival or during the stay – the full payment due for the entire booking may be retained.
- No refunds for early departure.

WE LOOK FORWARD TO HOSTING YOU AT OUR BEAUTIFUL RESERVE.

*DISCLAIMER: WE ARE NOT LIABLE / HELD RESPONSIBLE FOR ANY LOSS / DAMAGE, THEFT  
WHATSOEVER DURING YOUR STAY. ITS YOUR RESPONSIBILTY TO SECURE YOUR  
BELONGINGS AND THE PREMISES DURING YOUR STAY*

Approved 3 May 2019



