



MTWALUMI HOLIDAY RESORT SHAREBLOCK (PTY) LTD

Reg.No. 2006/023220/07
92 Dek Street, Mtwalume, 4186
P.O. Box 70, Mtwalume, 4186
Tel: - 039 9721719
Fax: 086 5596 428



Email: reception@mtwalumiholidayresort.co.za

www.mtwalumiholidayresort.co.za :

MTWALUMI HOLIDAY RESORT: Conditions of Occupation.

Welcome to Mtwalumi Holiday resort.

The right of admission is reserved. Guests enter the resort at their own risk and whilst every effort is made to ensure the safety of visitors the resort accepts no liability in respect of any losses, accidents, incidents or injuries suffered during their stay.

Please note that this is a ***FIREWORKS FREE ZONE and all chalets are non-smoking areas.***

The following conditions of occupation are applicable to all residents and guests.

ARRIVAL

On arrival report directly to the office.

The following process will be completed:

- Completion of admission documentation and signature of declaration below.
- Guests in possession of firearms will be required to produce valid firearm licenses and complete the firearms register.
- Obtain chalet keys.

NUMBER OF GUESTS

Restricted to the number of guests booked.

Written application for the admission of additional guests will be conditionally considered up to 72 hours prior to arrival.

Number of guests should not exceed the units' occupancy capacity.

Guests exceeding the reserved number will be denied access to the resort.

Unauthorized visitors will be evicted immediately.

Day visitors will be permitted at a cost of R25.00 per day.

Day visitor and guests during peak season have access control arm bands which will be provided by the office when booking in. which must be worn at all times

Day visitors are required to vacate the resort before 22h00.

Two vehicles are permitted per chalet. NB Some chalets only allow for one vehicle, so all additional vehicles are to be parked in the allocated visitors parking area once arranged with the office.

All vehicles are to display disks on windscreen at all times which will be provided by the office when booking in.



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RESPONSIBLE BEHAVIOUR

1. Loud music from cars or chalets or rowdy behavior in the chalets; will not be tolerated.
2. Respect should be displayed towards neighbors and fellow guests.
3. No abusive language will be permitted.
4. No "Bull's" or "Hen's" parties will be permitted.
5. All same sex groups are first to be approved by the rental committee before booking is accepted.
6. In all cases where our rules and regulations are not adhered to, the guest will be asked to remove themselves from the premises with no refunds by order of the resort management.
7. Resort Management will inspect the chalets at any time during your stay.

ALCOHOL

Alcohol should be consumed in a responsible manner.

No alcohol will be permitted in the children's playground or swimming pool areas.

No glass will be permitted in the swimming pool area.

Only alcohol purchased from Trixie's, pub and restaurant may be consumed on the licensed premises.

PETS

We are a pet friendly resort but have very strict rules with regards to managing your pet.

We will require proof of inoculations for all pets upon arrival. (we will not allow entry without one).

An additional daily fee of R25.00 will be charged per pet.

The pet must be on a leash at all times outside the chalet.

It is the pet owner's responsibility to pick up their own dog mounds.

All pet owners are accountable for any mess made by their pets within the chalets or surrounding areas in the resort, a deduction will be made from the deposit in lieu of any mess.

No pets are allowed in the pool or park areas.

MAINTENANCE:

- **INVENTORIES**

The inventory in this unit was verified this morning. Kindly report any breakages/damages during your stay. The inventory will be checked immediately after departure and any discrepancies identified will be recovered from breakage deposit.

- **TECHNICAL FAULTS**

During office hours (Weekdays 7h30 to 16h30 and 08h00 to 12h00 on Saturdays) faults must be reported to the office. The emergency number for reporting of any faults or emergencies outside of office hours is **0607165340**.



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- **CHALET CONTENTS**

*Are **NOT** to be moved to other chalets.*

SECURITY

Tenants are responsible for the security of the chalet and the following measures must be taken:

- Doors and windows must be locked when leaving the chalet.
- Doors to be locked at night.
- Valuables to be secured.

DAMAGES, BREAKAGES, THEFT/LOSS

Any damages or breakages should be reported.

Management reserves the right to recover the cost of any breakages or damages from your breakage key deposit.

The Owners / Management takes no responsibility for the tenant's personal property during your stay.

DEPARTURE

Departure time is 10h00. (Unless prior arrangements have been made.)

Prior to departure:

- Furniture should be replaced in its original position.
- All windows to be closed.
- Dirt bins must be emptied.
- Crockery and cutlery must be washed and left on the draining board or packed away.
- Portable braai's; patio chairs and tables are to be replaced in the chalet.
- Doors must be locked.

Management reserves the right to recover a cleaning fee from the key deposit in respect of units not left in the above condition.

KEYS

To be handed in at the office or deposited in the chute at the entrance to the office (left hand side of the door). Keys are not to be left in the chalet.

NON-COMPLIANCE WITH THE ABOVE RULES COULD RESULT IN

- **THE KEY DEPOSIT BEING FORFEITED.**
- **EVICION FROM THE RESORT WITHOUT REFUND.**
- **BANNING FROM THE RESORT.**

ANY CRIMINAL ACTS WILL RESULT IN THE INSTITUTION OF CRIMINAL CHARGES.



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Date: _____

Chalet Number: _____

Reference Number: _____

Name of Guest: _____

CANCELLATION FEES

Cancellations are only valid if notified in writing (by fax or e-mail).
into:

Refund of deposits will be considered as follows:

- 30 days plus prior to arrival date: 80% refund
- 20 to 29 days prior to arrival date: 50% refund
- 10 to 19 days prior to arrival date: 20% refund
- Less than 9 days prior to arrival date: NO REFUND

Deposit of refunds will be done 1-2 weeks after departure.

Please give us your banking details for EFT to be done

Account Name: _____

Bank _____

Account No: _____

Branch code: _____

Type of account: Cheque/Current/Savings please tick one



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INDEMNITY: The Resort, its staff and its Management accepts no responsibility for any deaths, injury or illness sustained or suffered by any person, or tenant, loss or damage to any property, occurring within or arising from a visit or visits whilst using any of the resorts facilities.

DECLARATION OF UNDERSTANDING AND ACCEPTANCE

I (full name)

I.D. No declare that I have read and fully understand and accept all the above Rules and Regulations, Indemnity and Conditions without reservation and undertake to abide by these rules and regulations.

Work address

Home address

Unit No Rented

No of Adults (Male)..... No of Adults (Female)..... No of Children

Contact Number Date of Arrival Date of Departure

Email address

No of Vehicles and Registrations

Signature Date:

FOR THE OFFICE

Management Witness Name

Signature..... Date

NB: Please take note:

**FIRE/EMERGENCY GATHERING POINT PLAYGROUND AREA
ALARM SYSTEM FOR FIRE/EMERGENCY WHISTLE**



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Thank you for choosing Mtwalumi Holiday Resort as your holiday destination, please tell us what you think about our resort.

We use this information to monitor and generally improve the holiday experience for future guests. Please answer honestly – no offence will be taken if you have anything negative to say, we assure you!

Your name: Holiday date: Chalet no:

Email address:

On a scale of 1-10 (1 being poor, 10 being excellent) how would you rate the following?

Before your Stay

Were you happy with the booking procedure?	
Were you met in a friendly manner?	
Are the resort rules understandable?	

About your Chalet: No.: _____

Would you consider another holiday in this chalet?	
Was the chalet clean and well presented?	
Would you add anything to this chalet?	
Any comments?	

About the Resort

Did you use the pool area?	
if so was the pool clean?	
Did you use the playground?	
if so did you find it clean and safe for your children?	
Did you visit "The Pub & Grub" facilities?	
if "yes" please rate your service?	
Please rate your overall experience?	

Tell us about your best experience.

Please tell us how we may improve our resort to make it a home from home destination?

Thank you for taking the time to complete this questionnaire your input is vital to our resort, you may hand it in at the office or email it to: mtwalume.rentals@gmail.com