



# CONDITIONS OF LETTING

SHALA MUSHE TENTED LODGE & CAMP ,  
DROOGEKLOOF, BELA-BELA, SOUTH AFRICA

**We advise guests to please take note that we are a self-catering lodge and do not provide any meals. We have fully equipped kitchens for the making of your own meals. The nearest restaurants are in Bela- Bela 24 km away.**

1. To confirm this booking, please pay the above total or 50% non-refundable deposit, into Bank Details on the Shala Mushe Tented Camp & Lodge invoice that was emailed to you, Your banking Reference: {SMTc xxx} Invoice number and email us a copy of the deposit slip-proof of payment.

Balance to be paid one week before arrival. PLEASE NOTE: Bookings of less than 5 nights need to be paid in full before arrival. Keys will not be handed over unless the booking is paid for in full.

2. Cancellation/Prepayment:

Each invoice has an expiry date if no payment was received before or upon expiry the booking will be canceled. No show or canceled within 14 days of stay – No refund due.

Cancellation between 15 - 30 days before stay – 25% of the deposit will be refunded.

Cancellation between 30 - 60 days before stay – 50% of the total amount paid to us will be refunded.

3. Arrival time is from 14h00-18:00. Departure time is no later than 12h00, or as arranged. Earlier arrivals or later departures can only be arranged a maximum of 2 days in advance, NO EXCEPTIONS.

4. Please note gates close at 18:00 if not on the premises and no arrangements were made with

- management there will be a penalty of R1000.00 (Please also take note that the premises are difficult to find in the dark.) Please contact our office to make prior arrangements. All keys must be collected from and returned to our office at reception. Keys may not be left with security guards or cleaning staff. It is the tenants' responsibility to make arrangements for late arrivals. In event of premature departure, the full extent of stay as originally booked and confirmed will be charged.
- Refunds and waivers of cancellation policies are at the discretion of management and the ability to re-let the rooms.
- Clients should arrange their own travel and accident insurance as no liability for injuries to persons and/or damage to equipment is accepted.

**Shala Mushe Tented Camp Droogekloof 34 ,Bela -Bela, Gauteng 0480**

**072 790 1900 | [admin@shalamushe.co.za](mailto:admin@shalamushe.co.za)**

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PS: PLEASE TAKE NOTE during load shedding hours we do not have a signal on the premises and that we will not be able to be called the gates open. If you do arrive at the main gate and you do not have a signal you will not be able to phone us to open the gates so please when you are about 30 min away from Shala Mushe tented camp send us a message stating you are about 30 min away. Then when load shedding does start before you arrive we will know your estimated arrival time then we will send someone to open the gates for you. Sorry for any inconvenience.

5. Tenants will be held responsible for any shortages due to theft, breakages, etc. in the chalet/tent, and or any misconduct that occurs due to negligence of Shala Mushe tented's rules. Any misbehavior or disturbance will lead to immediate evictions. Tenants are responsible for their own safety.

6. No pets/animals are allowed.

7. Over-crowding is not allowed. The maximum number of persons (children included) must not exceed the number of beds available. If overcrowding is reported to our office, we will have no choice but to evict.

8. The speed limit is 40km/h. Please be aware of the speed humps.

9. Prior to departure please ensure that the tent/chalet/caravan site is left in the same condition as it was found on arrival.

10. Full descriptions of units are available on our website/ Facebook, please be sure to check all the detail of a unit before booking and paying your deposit. We will not substitute alternate accommodation or appliances that are not listed in the description.

11. Shala Mushe tented camp takes NO responsibility for items left behind in the unit booked. PLEASE NOTE –After a week of it being reported to you, we will donate the items.

12. Parking of vehicles. All vehicles are to park in the designated areas, only one vehicle is allowed per chalet at any given time. Visitors may make use of public parking areas

13. Please do not feed the animals. Feeding will result in them no longer scavenging for their food as they rely on the guest to feed them. They become extremely aggressive when they are hungry and could attack.

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14. Your children must be supervised in the children's playground and the pool areas as no lifesavers are on the resort.
  15. Please do not litter. Kindly make use of the waste bins provided. Any person caught littering will be subject to a fine.
  16. Loud music on the premises and picnic areas is strictly forbidden.
  17. The number of beds in the units determines the number of permitted guests to occupy the unit. This includes children.
  - 18. Smoking is strictly forbidden in all units. There are designated smoking areas throughout the resort. {If we see any sign of smoking in the units we will fine you R1000.00**
  19. Housekeeping is available on request only. Should you wish to have cleaning services please arrange with reception 24 hours in advance. Kindly take note that an additional fee will be charged.
  20. Towel replacement on full week bookings is on a Tuesday. Any other towel replacements will be charged accordingly.
  21. Please make sure that braai or boma fires are extinguished before going to bed. Our veld is very dry and the veld is our animal's food source.
  22. The resort, the company, its management, and staff will not be held liable for any damages, injury, death, or any other claims whatsoever.
  23. Safes are provided in the chalets, please ensure that all your valuables are locked away when your chalet is unattended.
- A deposit of R100-00 for the safe key is applicable. Kindly arrange with Reception.
24. Any decision made by Management shall be deemed as final.

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## Payment Methods

EFT (Electronic Payment) (50% non-refundable deposit must be paid to secure booking)

We only accept eft.

## Onsite

- Dining Room
- Own Entrance To Rooms
- Communal Livingroom
- Communal Kitchen
- Family Friendly
- Group Accommodation
- Natural Bush-veld
- Cell Phone Reception
- Swimming Pool
- Garden View
- Towels and Linen Provided {Except in dormitory and camp sites}
- Braai Facilities
- Onsite Activities
- Biking Trail
- Swimming pool
- Onsite Service
- Airport Transport (Services on Request)
- Daily Cleaning Services (Services on Request)
- Language
- English
- Dutch
- Afrikaans

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Assumption risk agreement and indemnification

I, \_\_\_\_\_ ID no. \_\_\_\_\_

(Name & Surname) (Identity/ Passport No.)

The undersigned do hereby on behalf of myself, my heirs, dependents, together with any minor children who may be accompanying me:

1. We Acknowledge and accept that we are entering a wildlife area and that we will be staying in a camp with wildlife and that my stay might take or bring me in contact of wildlife and dangerous animals,
2. We Acknowledge the inherent dangers involved in all adventure activities (swimming Pool, children's play area) and that I or any of my dependents may participate in the activities provided by Shala Mushe Tented Lodge & Camp, is voluntary and undertake all adventure activities with full appreciation of the risk involved;
3. Do hereby specifically waive my rights to all or any claims, of whatsoever nature and howsoever arising against Shala Mushe Tented Lodge & Camp and their associates, employees, and any other person connected, whether directly or indirectly with any of the aforementioned parties, for damages suffered or loss sustained by me or any of my dependents arising out of any cause whatsoever whilst participating in any activity provided, equipment used or activities organized by, including, without limiting the Generality of a foregoing, all and any claims for damage and loss arising from accident or injury, loss of life, illness, infections, inconvenience, damage to or loss of property, whether or not such event arise out of negligence, including gross negligence, of the parties aforementioned;
4. I indemnify Shala Mushe Tented Lodge & Camp its employees, venue and any other person connected, whether directly or indirectly, With any of the aforementioned parties, against all and any claims which may be made arising out of any loss or damage to my property or person (including loss of life), in any course or activity organized or provided or equipment used by Shala Mushe Tented Lodge & Camp.

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5. I indemnify Shala Mushe Tented Lodge & Camp from whatsoever cause and howsoever cause and howsoever arising including without limiting the generality of the afore going, the negligence, including gross negligence, of any of the aforementioned parties.
6. We will leave our tents/ rooms kitchen as we found them any equipment damage or lost will be replaced at my cost with exactly the same make and model.
7. I also undertake to use equipment only for what it was intended originally to do so.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ACTIVITY TIME & TYPE: \_\_\_\_\_

NEXT OF KIN/ SOMEONE TO BE CONTACTED INCASE OF AN EMERGENCY

CONTACT NO: \_\_\_\_\_

NAME: \_\_\_\_\_

WITNESS: \_\_\_\_\_

PLEASE TAKE NOTE:

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