



ELANDSKLOOF FOREL PLAAS ELANDSKLOOF TROUT FARM

R J Combrink, Dullstroom
Tel 01325 40136



INFORMATION:

OFFICE HOURS:

Monday to Thursday: 8am - 7pm
Friday & Saturday: 7.30am - 9.00pm
Sunday: 8am - 7pm
Office hours vary over long weekends.

THE OFFICE IS CLOSED ON A SUNDAY FROM 1PM - 3.30PM



OUR UNIT FACILITIES INCLUDES THE FOLLOWING:

Linen **(NO TOWELS)**
Crockery & Cutlery
Kitchen Utensils (see a complete inventory list in each unit, available on unit page)
Units are serviced daily except on Sundays, Wednesdays and Departure days.
(Our staff will only wash your dishes after all their units has been serviced,
please ask them if you like them to come back)
WE DO NOT SUPPLY DISHWASHING LIQUID OR DISH TOWELS

Television for SPORT EVENTS available at the Restaurant/Lapa area

OUR UNIT FACILITIES EXCLUDES THE FOLLOWING:

Televisions in the units
Internet Access or cell phone reception (reception available at some areas of the farm)



OUR CAMPING FACILITIES INCLUDES THE FOLLOWING:

Bathrooms with hotwater
Washup areas
Fresh water taps in camping area
Electricity points
All grass areas, with shade and without shade
Thatch roof areas at an extra cost

OUR CAMPING FACILITIES EXCLUDES THE FOLLOWING:

Kitchen area for cooking



UNIT CHECK IN & CHECK OUT TIMES:

Check in time: after 2pm
Check out time: 10am, late departures must be arranged on arrival
(all linen are removed at 10am on departure day)

PLEASE NOTE: All water used on the farm is fountain water, safe to drink.

PAYMENT TERMS & CONDITIONS:

A deposit of 50% to confirm your reservation.
Full payment must be received on arrival, with a R 100 key deposit per key.

PLEASE NOTE: We do not have Credit/Debit card facilities.

The deposit is applied to the last night's stay and forfeited if guests arrive after the date specified or depart before the final date of reservation.



CANCELLATION & REFUND POLICY:

If cancelled -

0 - 14 days prior to arrival, forfeited 100% deposit
14 - 21 days prior to arrival, forfeit 75% of deposit
21+ days prior to arrival, forfeit 50% of deposit



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FOR YOUR INFORMATION – RULES & REGULATIONS:



UNITS:

NO mattresses, linen or furniture is to be removed, moved or taken outside.
No more than the allocated maximum amount of people per unit allowed.
Additional tables and chairs available for hire if you require any, please ask the staff.
Gas heaters can be hired from reception.



CLEANING STAFF:

Your outside bin will be cleaned daily.
Unit attendants will clean your unit between 9am – 4pm, they are to clean the bathrooms, wash the floors and make the beds.
They will not wash any dishes; they are only allowed to help with the dishes after all their units have been serviced and cleaned.
No cleaning will be done on Sundays or on the day of your departure.



We kindly request you; please do not give any staff member alcoholic drinks. You are welcome to leave it with management to issue to them on their off days.



ACTIVITIES:

Horse Riding
Quad Biking
Game Drives
- all these activities can be booked on the board at the restaurant.
Hiking
Mountain Biking
- please ask management to explain where all the best routes are.



FACILITIES:

Indoor Heated Swimming pool
Jacuzzi (no kids allowed without supervision of parents)
Restaurant (on request, or see white board at restaurant)



MUSIC:

NO loud music or noise is allowed, if you do play music, please play it to yourself and not the whole resort.
All music must be turned off at 10pm.



SWIMMING POOL AREA:

NO drinking or eating allowed in the swimming pool area.
Please dress appropriately with proper swim suites.
NO drunk & misbehaving will be tolerated in the pool or resort area.
You will be asked to leave.



ELECTRICITY:

Unfortunately, our electricity is not strong enough to carry certain electrical appliances. We ask you, please do not switch on all appliances at the same time, appliances like ie: kettles, stoves, toasters, etc; consumes a lot of electricity and will cause power failures.
To avoid any problems please use electricity sparingly.
(**NO** heaters allowed). Thank you



Thank you for your co-operation,

Hope you will enjoy your stay!