



Indemnity, Rules & Regulations

To ensure that you and other guests enjoy your stay, please read and adhere to these rules and regulations.

Jakkals Asem is a private establishment and the right of access and admission to Jakkals Asem is reserved. The use of the camp, campsites and facilities by guests is entirely at their own risk and are subject to these rules and regulations.

General

1. Any person who does not comply with these rules and regulations, misbehaves or neglects to adhere to any notice board placed on the property will be asked to leave the property immediately. No fees or accommodation costs will be refunded.
2. Adult supervision is required for all children under the age of 18.
3. Access and the use of any facilities, in or on the premises, is at your own risk and the guest indemnifies the owner, management and any employee against any damage, loss, injury of any nature that the guest(s) may suffer. The owner, management and employees take no responsibility for any damage done to vehicles, caravans, trailers, tents or other property, including damage that may be caused by tree branches, wild animals, fire, water or any natural element.
4. The owner and farm management reserve the right to request any person who intentionally damages property, trees or plants to leave the property and may recover any costs relating to the damage from the guest.
5. Pets by prior arrangement only, pet owners will be held liable for any damage caused by their pets.
6. No fireworks are allowed.
7. **No noise or music is permitted after 21h00. At all other times, music, conversations and other noise must be kept at a level that does not disturb other campers.**
8. Guests are advised to always drive carefully and not exceed the speed limit of 20km per hour.
9. Private vehicles are permitted to drive on the roads within the property but are not allowed to drive off-road in the veld / bush.
10. **No motorcycles or quad bikes may be used on the property**, except for motorcycles used as the primary method of transport to and from Jakkals Asem.
11. Do not tamper with, deface or remove any fauna or flora on the property. Firewood **may not** be collected from the veld / bush. Bagged firewood can be purchased on the property.
12. Please do not tamper with or go near the bees or beehives.
13. Fires are only allowed in the designated braai areas. No fires are allowed on the ground, paving or grass. **Please extinguish all fires before retiring at night and be extra cautious when making fires in windy or dry conditions. Guests will be held liable for any damage to property and/or any extinguishing fees as a result of a fire caused by their negligence.**
14. Please leave all facilities in the state you would like to find them.
15. All toilets on the farm make use of a septic tank system, please do not flush any foreign objects down the toilets.
16. Please do not litter. Please take notice of the Recycling and refuse disposal instructions to help protect our environment.
17. Units are only serviced prior to guests occupying the accommodation and are not serviced during a guest's stay unless requested at the time of booking.
18. The camp caretaker will clean and wash up daily. If you are happy with his/her service, it would be kind to give him/her a small tip on your departure – recommended tip R50-R100pd for smaller groups & R100-R200pd for larger groups.

Bookings, Reservations & Breakages / Damages

1. Bookings and right of admission are subject to the rules & regulations provided on this form; published on jakkalsasem.co.za and displayed on notices posted at the premises. By making a booking guests commit to abide by these rules and any notices at the premises.
2. A refundable breakage / damage deposit may be levied prior to occupation at the discretion of management.
3. Published Rates & Fees are subject to change at discretion of the establishment without prior notice.

Online Bookings:

4. Online bookings can be made using the published link or via the booking link on jakkalsasem.co.za. Full payment is required within 24 hours via the online booking vendor's payment portal to secure the booking.
5. Online bookings not paid within **24 hours** will be **automatically** cancelled by the portal.

Manual Bookings:

6. Manual bookings will attract a R200 manual booking fee.
7. Long Term Camping and Functions are only bookable manually and are subject to the manual booking fee.
8. A 50% deposit is required to secure a manual reservation. Bookings will be **automatically** cancelled if payment is not received within **72 hours** of making the booking.
9. Full payment is required 14 days prior to occupation. Bookings will be cancelled and any deposit forfeited if full payment is not received prior to occupation.

Cancellation, refunds & date changes:

10. No refunds for late arrivals, early departures or fewer guests that arrive than booked for.
11. No refunds for late cancellations due to rain or weather conditions.
12. Manual booking fees; admin fees; online booking platform fees, transaction charges & commissions are not refundable.
13. Cancellation & date change fees:
 - a. More than 60 days prior to arrival, no cancellation fee – any booking fees, charges & commissions are forfeited.
 - b. 59 to 30 days prior to arrival 25% of accommodation fee – any booking fees, charges & commissions are forfeited.
 - c. 29 to 15 days prior to arrival 50% of accommodation fee – any booking fees, charges & commissions are forfeited.
 - d. less than 15 days prior to arrival & non-arrivals 100% of accommodation fee. – No refund.
14. Any refunds and date changes subject to a R200 admin fee.

Breakages & Damages:

15. The breakage / damage deposit may be used to recover in part or in full the cost of any loss, damage or breakages.
16. Guests remain liable for all breakages & damages even if no breakage / damage deposit was levied.
17. Breakage / damage costs:

Glasses, crockery, cutlery:	R50 each
Serving dishes, salad bowls, pots, braai tongs & other utensils:	R300 each
Chairs:	R350 each
Fitted sheets:	R500 each
Mattress protectors:	R600 each
Bedside table glass tops:	R500 each
Other items, appliances & furniture:	Replacement cost + 10% admin fee

Liability

All guests, visitors and persons on the property make use of the camp and facilities entirely at their own risk. The management, staff, owners & agents do not and will not accept any responsibility or liability whatsoever for any claim arising out of accident, injury, death, theft, loss, fire, damage to property, or any other similar occurrence.

Indemnity (to be signed by all adults in a group)

By signing this indemnity form I/we confirm that I have read and understood the above rules, regulations & liability and agree to abide by them and any notice posted on the property. I/we hereby give New Deer Investments cc t/a "Jakkals Asem" consent to process my/our personal information, in accordance with the provisions of the Protection of Personal Information Act, for purposes related to use of these facilities.

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