



BIG FISH CARAVAN & CAMPING SITE

www.bigfishcaravan.co.za
info@bigfishcaravan.co.za

Simple. Sound. Solutions.



December 2022

BOOKINGS (15 nights+) Reservations OPEN (25 April 2022)

BOOKINGS (Between 10-14 nights) will be subject to specific minimum stay dates.

Online Reservations open from 1 June 2022

BOOKINGS (Between 5- 9 nights) will be subject to specific minimum stay dates.

Enquiries open from 1 August 2022

High Season (1 Dec – 31 Jan) Booking Terms & Conditions

Booking Policy

- 1.1 Specific Sites are reserved for all bookings (Applicable all year round). Specific sites will only be confirmed on receipt of the full payment of the required booking fee as stipulated on the booking invoice when making a reservation and are chosen subject to the availability as shown online.
- 1.2 A Booking is only confirmed upon receipt of the full deposit, together with the acknowledgement of our terms and conditions when making an online reservation. Please note that Big Fish Caravan Park reserves the right at all times to reallocate sites regardless of confirmation.
- 1.3 Changes to dates will only be accepted in writing (Please note, these changes may require changing of sites). See Booking Policy 1.2.
- 1.4 All booking related queries or changes must be done in writing and emailed to info@bigfishcaravan.co.za - verbal or telephonic changes to bookings are not valid.
- 1.5 Final date changes are to be done in writing by no later than the 15th of October. Customers will be liable for full payment of reservation dates indicated on their original booking reservation if dates are shortened after opening the system for shorter stays. Extending of dates are permitted but are subject to availability.
- 1.6 One Vehicle and Boat per site is permitted, additional vehicles and boats will be charged at an additional rate.
- 1.7 Bookings of more than 6 persons per site are not allowed regardless of age.
- 1.8 Rates are subject to change without notice.
- 1.9 All additional guests and /or visitors are required to pay and check in on arrival.

Cancellation Policy & Deposits

- 2.1 Cancellation of any booking or part thereof on or before 15 October will result in the deposit being refunded less a 10% administration on the total amounts paid. Cancellation between 31 and 60 days before stay – 75% of the amount paid will be refunded less a 10% administration fee. Cancellation 30 days before stay – 50 % of the amount paid will be refunded less a 10% administration fee. Cancellation 15-30 days before stay -25% of the amount will be refunded less a 10% administration fee.
- 2.2 Cancellation of any booking or part thereof after 1st December will result in the deposit being forfeited in its entirety.
- 2.3 Cancellation of any booking or part thereof, at any time prior to arrival, will result in deposit only being refunded in full on receipt of a Doctor's report regarding the death or hospitalization of the person or persons for whom, or for whose benefit the booking was made.

- 2.4 Big Fish Caravan Park will not refund guests when checking out early due to unfavourable weather or any other reason unless conditions in Cancellation Policy 2.3 are applicable.
- 2.5 Deposits may not be carried over or transferred to the next year or reservation.
- 2.6 Deposits may not be transferred to nor taken over by another customer.
- 2.7 All deposits must be shown separately by families in the case of double or multiple bookings.
- 2.8 Each camp site booked will require a separate deposit. i.e. in the case of multiple sites being booked.
- 2.9 No refund will be paid should period booked and paid for be shortened. (Please see paragraph 2.4)

Payments

We only accept online payment bookings using a **credit card, debit card, instant EFT, Zapper or Snap Scan** to pay your deposit. Please ensure proof of payment for bank transfers are sent to info@bigfishcaravan.co.za

Day Visitor Guests to a Camper

Entry Fees: R110 per person and R50 per vehicle.

To regulate the volume of guests, Big Fish Caravan Park may, without notice, impose a "No Day Visitors to a Camper" policy. It is your responsibility to ensure that any guests / visitors you may have are familiar with the rules and regulations of Big Fish Caravan Park and that the necessary arrangements and payments for visitors have been arranged with reception during office hours.

Disclaimer: The Owner, Big Fish Caravan Park, its management and staff accept no responsibility for any deaths, injury or illness sustained or suffered by any person, theft, loss or damage to any property, occurring within or arising from a visit or visits to the resort or caravan park, howsoever caused and whether allegedly due to the negligence of the resort or any of its staff, agents, or arising from use of any facility.

Right of Admission Reserved.