

# Maranatha Retreat and Conference Centre

Contact: Bookings 083 464 8340 Fax: 086 425 7523; email: [info@maranathacampsite.co.za](mailto:info@maranathacampsite.co.za)

## **TERMS AND CONDITIONS OF BOOKING**

Thank you for your booking enquiry for accommodation/conference facilities at our campsite. We trust that we will have the pleasure of accommodating you. If you wish to view the campsite and accommodation, please let us know and we will make arrangements with one of the campsite staff to show you around.

**Please read the information on this form as it serves as an indemnity, and is a legal document. Signing and returning this document acknowledges acceptance of the contents of this document and of the Campsite Rules. A completed and signed Page 3 of this form must be returned within 10 days of date of issue in order to reserve the dates. A proforma invoice will be issued and the deposit requested must be paid within 15 days of issue in order to secure the booking.**

**Time of arrival: Groups can book in from 15h00.** Should you wish to arrive earlier, please contact us to discuss. You are welcome to arrive earlier but the facilities will only be available from 15h00.

**Arrival cannot be later than 20h00 unless by prior arrangement. (NB Dinner is only served until 7:30pm)**

The Group Coordinator/Camp Organiser **must arrive at least ONE HOUR earlier** to take care of all the administrative responsibilities before the rest of the group arrives.

**Departure time latest: 14:00.** The rooms must be vacated by **10:00 am**. Dining Hall and other meeting rooms need to be vacated by **14:00 at latest**.

The Group Coordinator/Camp Organiser must hand in all the keys at the Campsite Office by 10:30am and have the bedding checked with the campsite supervisor on duty that weekend. Any lost keys will be charged for at R60 per key. Any breakages/losses/ damages or violation of campsite rules will result in the breakage deposit not being refunded.

**Bedding** will be supplied by campsite as per tariff sheet once off or per bedding change. No option to bring your own. **PLEASE NOTE: Towels are not supplied – please bring your own – make sure all members of the group know this.**

**A Meeting Hall** suitable for your group will be allocated to you. If you require a larger hall or more halls, **please see tariff sheet**. Meeting halls will be allocated on a first come first served basis i.e. the first group that secures their booking.

- Please also let us have a copy of your **programme** not less than 5 days before your booking commences.

**Meals are invoiced separately from the accommodation.**

**Meals required: Please contact Yolande Buckley for a quote on 083 652 8830 when making your initial enquiry. email : [thandabantu@iburst.co.za](mailto:thandabantu@iburst.co.za)**

**NB: Only groups staying in the Guest House (30 or less) are allowed to self cater. (see tariff sheet)**

**Please note MEAL TIMES in dining hall are:** Breakfast: 8am Lunch: 1.00pm Dinner: 6:00pm

**NB Sunday lunch is served at 12:00 noon. PLEASE ARRANGE YOUR PROGRAMME AROUND THESE TIMES.**

**Any meals served anywhere other than in the dining halls will be subject to an extra charge**, the amount of which will be determined by the requirements for the event. Please request a quote based on number of people and type of event.

**Cleaning:** The campsite staff is responsible **for cleaning only**.

**Booking Procedure:** On receipt of the signed form, we will calculate the cost using your minimum estimate, and forward a quotation with the confirmation of your booking to you. We will allocate and reserve accommodation for you according to the number of guests for which you have booked. NB Your maximum cannot be more than 20 persons higher than the minimum estimate, and the final number cannot be more than 20 persons less than minimum estimate: so please be careful with your estimate.

**NB:** If a group of less than 120 is booked, the BU campsite reserves the right to book in another camp at the same time. Therefore final number of guests may not increase by more than 20 (see above)

- **Weekend bookings must be for at least two nights: either Friday and Saturday or Saturday and Sunday.**
- **Payment:** A holding deposit of 20% of the value of the quotation is required not later than 15 days from the issue of the quotation to secure the booking. This deposit is non-transferable, but will be deducted from your final invoice.
- **A breakage deposit of R2500 is required at the same time for camps 50 and over.** For camps under 50, a breakage deposit will be calculated according to number in the group. This deposit will be refunded after the final inspection and within 7 days of your visit, providing no losses/damage/breakages/violations are incurred.
- Payments can be made by internet transfer, bank transfer, bank guaranteed cheque or traveler's cheque. Please fax a copy of proof of payment to: 086 425 7523 or email as above. **There are no electronic payment facilities on site. A cash handling fee will be charged in line with bank charges.**
- Final numbers must be advised 5 working days before arrival date and, based on the total of guests as advised by you, an invoice will be issued.
- **The full invoice amount, less holding deposit paid, must be then paid immediately.** Any increase in numbers (not more than 20) after this will be invoiced separately.
- **No credit will be given for non-arrivals.**
- If guests leave before the end of their booking period, **no refund will be made.**
- There will be a charge of R55.00 for day visitors and these will only be admitted by prior arrangement. **Meals for day visitors must be booked with the caterer 5 days in advance, along with the other meals.**

**Cancellation:** Should you need to cancel the booking the following conditions will apply:

- More than 6 months before your booking – Your booking and breakage deposits will be refunded.
- Less than 6 months before your booking – Deposits will be refunded less 10% of booking value.
- Less than 2 months before your booking – You will forfeit your booking deposit unless we are able to secure another booking to take its place. The deposits will then be refunded less 10% of booking value.

#### **LATE BOOKINGS:**

**Bookings made 30 – 11 days before the accommodation date: Booking form to be completed and returned immediately. 50% deposit of invoiced amount required immediately.**

**Bookings made 10 days or less before the accommodation date: Booking form to be returned immediately. Full amount invoiced payable immediately.**

All above Terms and Conditions apply to late bookings.

**Some Campsite Rules: (Please refer to the full document on Campsite Rules)**

**NO ALCOHOL MAY BE BROUGHT ONTO OR CONSUMED ON THE PREMISES.**

**SMOKING IS NOT PERMITTED IN ANY OF THE ACCOMMODATION ROOMS, HALLS, BUILDINGS, OR ABLUTION BLOCKS.**

Please keep in touch with us and we will do all we can to make your visit a pleasant one. Phone us any weekday during office hours with any questions or queries, and please keep us informed of any changes so that there are no misunderstandings.

**Final numbers and arrangements must reach the campsite office not later than five (5) days before the visit – no changes will be made after that.**

**In order to confirm and secure the booking, please complete and sign this sheet **within 10 days of receipt of this document:****

Name and physical address of Group/Church/Organisation – not Box number		Type of camp: (Leader, Men's, Ladies, Youth etc)	
Name of person responsible for organizing the camp		Contact details: email:	
		Phone	Cell:
Dates of Camp/Conference		Number of beds to be reserved for Overnight Guests:	
Date in	Date out	Min:	Max (the difference may not be more than 20)
First Meal:	Last meal:	Male:	Female:
		(Please indicate if any are children under 12 years of age)_____	
<b>Accommodation requested:</b> (Please tick)		Other facilities required: Main Hall_____ Chapel_____	
Ensuite _____ Non Ensuite _____ Guest House _____		Conference Room _____ (small) _____ (large)	
Youth Dorm _____		Other facility: Pool _____ Bonfire_____ Basketball courts _____	
<b>Number of Day visitors _____ Number of Day visitors meals:_____</b>		N (Please check tariff sheet for pricing)	

Should it appear that you have **underestimated** your numbers, please contact us **well in advance** to request extra accommodation. We will do our best to assist you, but cannot guarantee availability.

**For catering purposes and room allocations, we will require final numbers and payment not less than FIVE WORKING DAYS before arrival.** No reduction will be allowed after the final number is submitted

### Indemnity

I, the undersigned, acknowledge that the Maranatha Campsite and Conference Centre (MRCC), its staff, the Baptist Union and Baptist Women's Department and their staff, cannot be held liable for any injury, loss or damage of a direct or indirect nature, however so caused, to either persons, vehicles, or property.

I understand that

- **the MRCC is a Christian campsite and I and my group will respect the values and morals of the site.**
- **the kitchen is not Halaal or Kosher. Some basic accommodation of special needs e.g. vegetarian or diabetic can be made with prior arrangement with the caterer.**
- any damage/losses/breakages sustained to the campsite during my camp will be discussed with me and paid for by myself or my organisation.
- no alcohol or drugs will be brought onto the premises.
- in compliance with municipal by-laws, smoking is not permitted in any of the buildings whatsoever.

I confirm that I have read and understand this document (pages 1-3), and I will adhere to all the conditions contained therein.

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email address \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

**All payments to be deposited into Campsite Account details below:**

**Standard Bank, Westgate: Account Name Baptist Union Campsite. Account number: 252086635, Branch Code: 006641**