



Terms & conditions

By paying your deposit, you accept our terms and conditions, and our house rules, as outlined in this document.

Please note our standard cancellation policy:

Cancellation outside 8 weeks prior to travel = 30 % of total cost

Cancellation 8 to 6 weeks prior to travel = 50% of total cost

Cancellation less than 6 weeks prior to travel = 100% of total cost

House rules

Privacy;

- Please respect everyone's privacy. Walking is only allowed between your parking space and your accommodation. Drive only on the road between the gate and your accommodation.
- Everyone comes here to enjoy the sights & sounds of nature. If you like to play music, please use earphones.
- From 10 PM to 6AM is the time for night rest. We kindly ask you to keep noise levels down as to not disturb the other guests.
- We guarantee 100% privacy in your cottage as well as on your deck. Should we need to divert from this rule to attend to an urgent matter (e.g. to extinguish a bush fire) we will warn you. If it's not urgent (to do bush clearing, to repair a pool pump, etc) then we will ask for your approval.

Entrance/exit;

- Check-in time is between 14:00 and 17:00. If you intend to arrive later please warn us on +27 73 88 11 334 or +27 63 78 79 779 (call or Whatsapp).
- When you arrive at our entrance gate, give us a call on aforementioned numbers and we will open the gate for you.
- When checking in you will receive the key to the door of your cottage, as well as a remote for the gate, so from that point on you can enter and leave our farm at any moment of the day. If you lose the key set we will have to charge you for it as it means we need to purchase replacement keys.
- We regret; no pets allowed. Kruger Cliffs reserves the right to escort you off the property if you break this rule.
- Only registered/paying guests are allowed. Kruger Cliffs reserves the right to escort you off the property if you break this rule.
- It is agreed that guests will conduct themselves in a respectable manner and will not cause any nuisance or annoyance. Kruger Cliffs reserves the right to escort you off the property if you break this rule.
- Check-out time is 10:00 at the latest. There are no exceptions to the check out time unless requested in advanced and providing that no other guests will be occupying the cottage the same day.

Safety;

- No smoking allowed inside the cottages. Please do not throw cigarette butts off your terrace (we provide an outdoor ashtray in each cottage)! Our lodge is in a fire-sensitive area. Please familiarise yourself with the location of your fire extinguisher and the fire hoses. Do not tamper with the smoke alarms.
- Do not leave your children unattended in or around the plunge pool or anywhere else on the property. Kruger Cliffs cannot be held liable for any injuries or loss of life.
- Do not sit or walk on the outer pool rim. Do not jump into the pool.
- When leaving your room, please lock all doors and windows (there are monkeys around). We advise to keep your valuables with you. Kruger Cliffs cannot be held liable for any loss.
- The metal sliding gates are not installed as an extra safety feature, but rather to lock up the cottages when not in use. However, feel free to use them to your advantage. For example; to sleep with the windows open or to keep the monkeys out.
- Please do not use your MegaMaster braai / BBQ when it is very windy. Our lodge is in a fire-sensitive area.

Catering;

- Breakfast pick up time; between 7:00 and 9:00
- Lunch pick up time; between 12:00 and 14:00
- Braai packs pick up time; between 17:00 and 19:00. Or let us know when we can deliver it to your cottage while you are out for the day.
- Planning an early leave the next day? Please warn us. We will prepare your breakfast- and/or lunch packs beforehand. You can come pick them up between 17:00 and 19:00, or we can deliver it to your cottage while you are out.

Cleaning services;

- If your stay is longer than four days, our cleaning lady will come and clean your cottage, and will replace linen and towels.
- Should you require clean towels or linen sooner, just ask at the reception when driving in or out. If there's no one at the reception, give us a call or send us a message (+27 73 88 11 334 or +27 63 78 79 779). We will get what you need to you asap.
- By default, our cleaning lady will not disturb you as there's no daily cleaning of your cottage. However, should you wish your bed to be made up while you are out, simply notify us as you leave your cottage.
- The same goes for cleaning your pool; it is cleaned before your arrival, and every four days after that. Having a pool in the bush means some leaves will fall into your pool from time to time. Your pool pump will run automatically, in the morning around 9:00 and in the afternoon around 16:00 (as to be the least of disturbance to you - you will probably be out while the noisy pool pump runs), and take care of those fallen leaves. However, should some leaves remain, feel free to clean the pool manually - there is a net for that at the reception - or call our cleaning lady at any time.
- Please dispose of your garbage in the kitchen trash can. Kindly let us know if it needs to be emptied.
- Like the job our cleaning lady did for you? A tip is very much appreciated. There's a tip jar at the reception.

Your cottage and its equipment.

- Please treat our accommodation with respect. The beds and sleeper couches are not made to jump on. Do not sit on the glass coffee table. The concrete slabs are not heavy duty counters to cut meat on, or to smash ice packs on. The open roof structure is not designed to do pull-ups from. We're sure you get the idea ;-)
- The binder in your room contains an inventory of all that is available in your cottage. This list is checked by our staff prior to your arrival and we expect all items to be still in the cottage when you check out.
- If you break something, please warn us so we can replace it or fix it. If it is within reason, we will not charge you. We all drop a glass now and then. However, please note that Kruger Cliffs will charge you for any damage that's clearly deliberate or out of carelessness.
- If items go missing from your cottage and you do not warn us about it, we reserve the right to charge you for them.
- Please make sure not to damage the terrace when using your MegaMaster braai/BBQ. Do not use too many briquettes and allow ash to fall onto the deck. Only remove cold ash and do not throw it over the balcony. Feel free to ask our cleaning lady to dispose of the ash for you. Use a tray when bringing meat from your MegaMaster BBQ/braai to the table as to not spill drops of fat on the deck.
- Please do not feed the monkeys. If they get accustomed to our food, they start raiding the cottages and become aggressive towards humans. A not-so-random fact; baboons have longer canines than lions.
- The toilets are connected to a septic tank and will become blocked if misused. Please dispose of human waste and toilet paper only. Do not flush sanitary products, tissues, wet wipes, hairs etc. Use the bins provided in the toilet and bathroom please.
- If it gets very windy or if it looks like a thunderstorm might pass by later, please move your outside dining table next to a wall and put the chairs underneath. Also please move the sun loungers inside.

Fair use;

- Please do not leave your airconditioner running when you are not in your cottage. Our aircon units are very strong and can cool your bedroom down in less than an hour, so you can switch it on in the evening, before going to bed. Kruger Cliffs reserves the right to switch off airconditioners that are left unattended.
- Please switch off all lights and electric equipment before leaving your cottage. This includes the ceiling fan.
- We provide wifi with unlimited data, but please note that our connection is by satellite so it is not the fastest. It is strong enough for regular web browsing, emails and even short video conferences, but please do not use it for massive downloads or streaming services. Doing so will make our internet connection unbearably slow for all guests.
- Please do not turn the dishwasher on for just a couple of glasses. Wash the few items you need by hand in the sink or wait until you have some more dishes etc to clean before you switch on the dishwasher. We kindly ask you to clean your dirty dishes before check out. Otherwise we will have to charge a fee of R 100.