



RESORT INFORMATION GUIDE

Emergency contact numbers

082 820 3095

082 575 6978

081 274 6166

PLEASE REPORT AT THE SHOP ON ARRIVAL AND MAKE SURE YOU RECEIVE THE EXIT GATE CODE. WITHOUT THE GATE CODE YOU WILL NOT BE ABLE TO LEAVE THE PREMISES.

NB: Please read the contents of this document very carefully as you will be informed of various essential information and will be deemed to have knowledge of such information once we receive payment. By paying your reservation, you confirm that you understand and accept the Terms and Conditions below.

In terms of the Consumer Protection Legislation we are required to keep you our client informed about all aspects of your stay. We have put together a vast information database and this is contained in the attached terms and conditions. All aspects of your stay are dealt with in this document and you will be requested to accede to your knowledge of this document and its contents BEFORE paying your accommodation. Your payment confirms your booking and the information on it.

IMPORTANT INFORMATION

ELECTRICITY

WE ARE OFF THE ESKOM GRID AND HAVE A SOLAR SYSTEM AND BACK-UP GENERATOR FOR THE CONVENIENCE OF OUR GUESTS AND TO FURTHER IMPROVE OUR SECURITY. HOWEVER TO MAINTAIN THE BATTERIES WE NEED YOUR SUPPORT. IN SUMMER AND SPRING MONTHS BETWEEN 18H00 - 07H00 AND AUTUMN AND WINTER MONTHS BETWEEN 08H00 - 17H00 PLEASE LIMIT ELECTRICAL USE TO LIGHTS, CELLPHONE CHARGERS AND FANS THUS PLEASE DO NOT USE OVENS, KETTLES, AIRFRYERS, AIRCONS ETC AT NIGHT. NOTE NO HEATERS ARE ALLOWED!

HYACINTH

SINCE THE RESORT WAS ESTABLISHED OVER 25 YEARS AGO MORE THAN R8 MILLION HAS BEEN INVESTED PARTICULARLY IN CONTROLLING THE SPREAD OF WATER HYACINTH FLOWING IN FROM THE HARTBEESPOORT DAM IN ORDER TO ENSURE THE BANK IS FISHABLE.

DEALING WITH WINTER WATER WEED SLUDGE - OUR SOLUTION FOR BETTER FISHING

FROM TIME TO TIME WE OFTEN FACE A FRUSTRATING CHALLENGE WITH WATER WEED SLUDGE - THAT THICK LAYER OF DEAD WATER GRASS THAT BUILDS UP NEAR THE BANK AND GETS TANGLED IN OUR LINES. TO ASSISTING IN MORE COMFORTABLE FISHING PLACE A FISH PEN 15 METERS INTO THE WATER, STANDING UPRIGHT WITH A V-SHAPE AT THE TOP. LAY YOUR LINE AROUND 15 TO 20CM ABOVE THE WATER SURFACE AND ATTACH A BACKLEAD AND GENTLY THREAD THE LINE DOWN INTO THE WATER BEYOND THE SLUDGE ZONE. THIS KEEPS YOUR LINE CLEAR AND ELEVATED OVER THE WEEDED AREA AND ONLY PULLS IT DOWN ONCE YOU'RE PAST THE PROBLEM ZONE - AVOIDING TANGLES FROM BOTH WATERWEED SLUDGE AND FLOATING HYACINTHS. IT'S A SMALL SETUP THAT MAKES A BIG DIFFERENCE!

1. GATE TIMES:

Open: 06h00

Close: 18h00 (Please arrange with management if you are going to check-in after 18h00)

2. BOOKING CONFIRMATION

1. Payment required to secure your booking

2. Note if the last day of the booking is for a full day you will be charged for an extra day if you check-in before midday (12h00)

3. CANCELLATION POLICY:

In case of cancellation please note our cancellation conditions and fees:

- a) Cancellation of reservation 14 days or less prior to arrival will result in a 100% cancellation fee of the full booking amount.
- b) Cancellation of reservation 14 days or more to arrival will result in a 50% cancellation fee of the full booking amount.

For cancellations please whatsapp 081 274 6166 and email info@dennekruiinfishingresort.co.za

It is highly recommended that all guests take out comprehensive insurance including medical cover

4. CLIMATE:

Summer (September to April). Rainy season, hot days, warm nights. Day temperatures usually between 25-35 degrees.

Winter (May - August). Dry season, generally warm days, cold nights. Day temperatures usually between 15 - 25 degrees.

5. REFUNDS AND TRANSFER POLICY:

- 1. No refunds or changes for any late arrivals or early departures.
- 2. No refunds for short notice cancellations.
- 3. No refunds or changes for persons who did not arrive with group / or on the stand.
- 4. The person who made the booking (individual and group bookings) is still responsible for all the payments.
- 5. Changes, cancellations or bank details must be given in writing.
- 6. No refunds or changes for circumstances out of our control for example weather conditions, water quality and hiasinsts.

6. STANDS

- 1. Bank angling stands are approximately 25 meters wide and the number is on the left of the stand.
- 2. Persons per bank angling stand are unlimited BUT to ensure ample fishing space only 6 rods per stand are allowed.
- 3. Please report @ reception (Dennekrui shop) before setting up camp.
- 4. Stands are pre-booked
- 5. Management have the right to transfer stands without prior notice.
- 6. 10 amp electrical points available for all the stands. The electrical points are situated at the fence thus please enquire the length of extension needed when making your booking.
- 7. Blue plugs required but also available in the shop.

7. ABLUTIONS

- 1. No children under 10 years without adult supervision.
- 2. Ablutions are cleaned on a regular basis, however to leave the ablution as one would like to find it, it is CAMP ETIQUETTE.

8. VISITORS

- 1. Visitors must report to reception on arrival and will be charged day visitor fees.

9. PETS

- 1. Pets are allowed on the camping sites but must be supervised and in control of the owner at all times.

10. SILENCE

- 1. No noise after 22h00.
- 2. At all times, music, radios, TVs must be played so that only you can hear them.
- 3. Only music organized by management may be played in public areas.
- 4. Please feel free to contact the owner if you have any problems with noisy campers/ guests after 22h00.

11. SPEED LIMIT

- 1. 20km/h
- 2. Dead slow in the shop, ablution and swimming pool area.
- 3. Children have right of way.

12. ANIMALS

- 1. Please don't chase or feed the animals
- 2. Sheep get bloated from eating mielies thus please don't allow them to eat your fishing feed. If the sheep has accidentally exited the gate to the dam area and they are bothering you please inform management immediately.
- 3. Wild animals are dangerous, please don't touch or feed.
- 4. Facilities are used at own risk.
- 5. No catching of birds, wild animals or any other wild creatures allowed.

13. FIRES

1. May only be made in the braaiers that are available at stand/ cabin.
2. Gathering of wood is prohibited.
3. Wood is for sale in the shop.

14. ELECTRICITY

Dennekruin Hengeloord generates its own with electricity via solar with back-up batteries and a generator, however the success of the system is dependant on the support from the guests in terms of adhering to the rules not to use high voltage appliances like electrical kettles, ovens, airfryers etc after 17h00 and before 08h00. Heaters are also prohibited.

15. DRESS CODE

1. Be dressed in appropriate clothes.
2. No topless costumes or g-strings allowed.
3. Naked persons will be asked to leave the premises immediately.

16. THE OWNER AND MANAGEMENT CANNOT BE HELD RESPONSIBLE FOR:

- 1.1 Any loss or damage to the property or possessions of any guest, resident, private owner or visitor whether such damage was caused by fire, theft or otherwise, or by the negligence or the wrongful act or anyone in the employment of, or acting on behalf of the owner.
- 1.2 Any personal injuries of whatsoever nature, sustained by guest, resident, private owner or visitor, whether such injuries were sustained or by the negligence or wrongful act of anyone employed by the owner or any other person or the defective functioning of any apparatus or appliance of the owner.
2. Any person who received these rules and regulations (Information guide) with the booking confirmation and who is accompanied or visited by any other person, or who is to be accompanied or visited later by any other person safeguard the owner against any responsibility towards any persons in the instances explained in the conditions in paragraph 16 (1.1) and (1.2).

NO PERSONS ARE ALLOWED TO DRIVE ON PREMISES WITHOUT A VALID DRIVERS LICENSE

NO SMOKING ALLOWED IN PUBLIC AREAS

NO DRINKING AND DRIVING ON THE PREMISES

WE PROMOTE CATCH AND RELEASE FISHING

RIGHT OF ADMISSION RESERVED