BOOKING POLICY
The following procedures will apply to the application and allocation of stands for the period 1st December to 31st January

December Season
1.All applications for accommodation must be submitted on our website www.witsandkaravaanpark.co.za on or before 28 February 2025 of the relevant year in which the holiday period occurs.
2.The selection of the applications will take place in the period 1st March to 31st March of the year in question based on the following criteria:

2.1. The first option is given to a person in respect of a stand if he/she has rented the stand for a period of at least 10 nights in the previous year AND applies to stand on the stand for at least 14 consecutive nights if he/she only stands on Christmas Day or New Year's Day, but 17 consecutive nights if the applicant wishes to stand on Christmas Day AND New Year's Day.

2.2. After all applications have been placed in terms of the above paragraph, the remaining plots will be allocated to the applicants according to the number of nights for which the applicants apply. In which case, applications will be placed from most nights to fewest nights.

2.3. A stand may be allocated to an applicant even if he/she has not shown the stand on the application form as his/her first or second choice.

3. The names of applicants who do not qualify for a stand after the selection process or who apply late will be placed on the waiting list. Should a stand become available for any reason, the person who has applied for most nights will be placed on the waiting list.

4. If, for whatever reason, any of the applicants shorten their period after an award has been made, the allocation of the stand will be reconsidered by comparing the applicant's modified amount of nights with the applicant with the most nights on the waiting list, and if the waitlisted applicant has applied for more nights than the successful applicant's modified number of nights, the stand will be allocated to the applicant on the waiting list. No changes to lease periods will be accepted after September 30 of the year in question. Should the successful applicant have paid a deposit and no longer qualifies for the stand based on the number of nights, his deposit already paid will be refunded with a 15%, administration levy which will be recovered by management from the deposit already paid. NO REFUND will be made for those who cancel their stay for DECEMBER/JANUARY after 31 October, except in the event of a death (death certificate of an affidavit must be provided) or medial reasons (medical certificate must be provided), a 25% administration fee will be charged.

5. The invoice and confirmation letter prepared will serve as a confirmation that the applicant's application has been successful, and will be sent to the successful applicants within the first week in April of the relevant year and will include at least the following information:
Stand number, Date of arrival, Date of departure, Number of nights, Rate per day, Miscellaneous rates (boats, vehicles and additional persons), Total amount payable, Reference number for payment, Bank details, Id Number, Vehicle registration number

The total amount due is payable as follows:
6.1. The first payment of 50% of the total amount by 30 June of the relevant year.

6.2. The balance must be paid on or before 31 October of the year in question.

6.3. The bank details as well as the reference number for the payment will be included in the confirmation letter be provided.

6.4. No cash payments are accepted.

6.5. A copy of the Resort Rules as well as the terms of payment will be attached to the confirmation letters that are sent to the successful applicants.

6.6. The applicants whose name has been placed on the waiting list will also be notified in writing that their name is on a waiting list.

6.7. A deposit of 50% of the total accommodation fee is payable on or before 30 June of the relevant Year. Where deposits have not been received by 30 June, the booking will be cancelled and the applicant will be notified in writing that their booking has been cancelled, and the stand will be allocated to the next person on the waiting list who qualifies. If a deposit has already been paid to confirm the booking and the applicant later cancels the booking, his deposit already paid will be refunded with a 15% administration fee.

6.8. The balance of the accommodation fee is payable on or before 31 October of the year in question. Where the full accommodation fee has not been settled by the specified dates, the booking will be cancelled, and the applicant will be notified in writing of the cancellation of the booking and the reason for the cancellation. The stand will be awarded to the next person on the waiting list. In the event that a person's booking is cancelled due to non-payment of the second part of his accommodation fee, all fees already paid are forfeited.

6.9. Stands may not be transferred/sublet to a person under any circumstances, provided that written permission is given by the Camp Coordinator for the transfer/subletting of the stand. In the event of transfer/subletting, the camper's camping fees will be forfeited.
March/April and Easter Holidays

7. Bookings for Easter weekend and the March/April school holidays will be on a first come first served basis. Please make a booking online on our website: www.witsandkaravaanpark.co.za
Reservations for stands excluding Dec/Jan
All bookings can be made online on our website at www.witsandkaravaanpark.co.za.

General Terms & Conditions
8.1. All booking is subject to the availability of stands.
8.2. No person is allowed into the resort until he/she has paid the accommodation fees in full.
8.3. Incomplete, incorrect or incomplete applications will not be considered.
8.4. No telephone bookings or telephonic final confirmations will be accepted
8.5. In all cases where the applicant cannot be placed on the stand of his/her choice, that application will also be considered for any other available stand available, if the applicant confirms that he/she is comfortable with the stand.

8.6. Bookings are limited to a continuous period of 90 days.