



De Nyl Zyn Oog Road  
P.O. Box 3490  
Modimolle  
0510

Mobile : 079 801 8577  
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## Rules

- Each Guest is bound to the Rules of the Lodge.
- This document serves as the guideline for Guests and to ensure that your stay is pleasant.
- It is the responsibility of Guests to familiarize themselves with the contents of the document. Ignorance of its contents in the case of misconduct cannot be an excuse.

## Indemnity

- Any Guest causing loss or damage to any fixed or movable property of which Pumula Lodge is the proprietor shall be liable to reimburse the Owner for any loss suffered by Pumula in replacing or repairing such loss or damage. Pumula Lodge and its owners shall not be responsible for the loss of money or other personal property from Guest's rooms. Pumula Lodge accepts no responsibility whatsoever for loss of or damage to residents' private property during their stay.
- Residents are responsible for insurance of their personal items.
- A First Aid kit is held at the main residence for minor injuries, for any other serious ailments, Medical services are available in Modimolle; the contact number for Dr. Veldman is (014) 717-1332.
- Pumula Lodge and its owners shall not be responsible for any damages, losses or injuries during residence activities, trail walks, game drives, pools, around the dam or excursions.

## Visitor's responsibility

- Treat fellow Guests and Pumula Lodge properties with respect at all times.
- Please take responsibility for Children and minors staying with you at Pumula Lodge.
- Children should be under supervision at all times and are the responsibility of their parents or guardians.
- Respect the privacy of other Guests.
- Comply with all fair and reasonable guidelines and instructions of Pumula Lodge's personnel.
- Report any irregular deeds by fellow Guests.
- Use the available facilities with responsibility and accountability in accordance with the Rules and Regulations.

## Rules applying to accommodation at Pumula Lodge

- **Reservation Policy:** A 50% deposit is required 48 hours after a reservation is made and the balance of the Accommodation fees has to be paid before 7 days of arrival.
- E-mail proof of payment to **rautenbach5@gmail.com**
- Only cash, bank transfers or deposits are accepted.
- All Prices includes VAT.
- Prices quoted are subject to change without prior notice.
- **Cancellation Policy:** 90% of your deposit is refundable if you cancel your Accommodation 30 days prior to arrival, 50% of your deposit is refundable if you cancel your Accommodation 15 to 29 days prior to arrival, you forfeit your entire deposit if you cancel your Accommodation 15 days or less prior to arrival.
- Only paying Guests may be accommodated at Pumula Lodge.

- Guests may receive visitors during the day if arranged with the Owner. Visitors must vacate the property by 21h00, it is the guests responsibility to accompany their visitors to the gate.
- **Accommodation Policy:** Pumula Lodge is a Self-Catering unit, Breakfast, Lunch, Dinner or Picnic baskets are available on request at an additional charge.
- Housekeeping staff will be available Monday to Saturday to clear ash from the boma area, if you require any additional services, please arrange with Management at an additional charge.
- Linen and Towels will be changed every 4 days or when they are soiled.
- Laundry could be washed and ironed at an additional charge.
- **Please do not use towels for Swimming;** they are supplied for bathing purposes only.
- There are no pets allowed on the property or in the Accommodation at any time.
- There is a **NO SMOKING** policy in the Accommodation at all times. During winter times care should be taken when smoking on the property due to a High fire danger alert. Please take care when extinguishing your cigarette butts, please use the ashtrays provided. Guests that are careless and cause a fire will legally be held responsible for damages to Pumula Lodge property and to neighboring farms.
- All game animals should be treated with respect as they are all wild animals. Care should be taken when on Game drives or trail walks, keep a safe distance from all Game.
- Please do not attempt to touch or play with any snakes on the property as most of them are venomous, stay calm and stay still until the snake moves away from you. In most cases snakes do not attack people; they just want to get away from you.
- In case of an emergency please contact the Owner at 079 801 8577 immediately.

Thank you for respecting the rules and abiding by them, your cooperation is appreciated.

Sincerely yours,

Jan and Ronel Rautenbach

GUEST:

I, \_\_\_\_\_ (print name), hereby acknowledge receipt of the rules.

\_\_\_\_\_  
Sign

\_\_\_\_\_  
Date