

# GROUP DAY VISIT BOOKING FORM: 2023-2024

Day Visit Date: \_\_\_\_\_ Min Nr of Learners: \_\_\_\_\_ Min Nr of Adults: \_\_\_\_\_ Quoted Rate pp (incl. VAT): \_\_\_\_\_

Name of organization / school / group: \_\_\_\_\_

Contact person: \_\_\_\_\_ Tel nr: \_\_\_\_\_

Cell: \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

Do you accept that **NO ALCOHOLIC BEVERAGES** may be brought onto our premises by anyone in your group (if brought, group will be asked to leave immediately)?  
 YES  NO (If No, booking cannot be accepted)

Arrival Time:  Departure Time:  Please note that no deviation of stipulated times is allowed.

## Terms & Conditions:

- ❖ **FIRST DEPOSIT:** Kindly contact us for an available visit date, before sending the booking. After an available date has been given to you, please complete & send this booking form, along with proof of payment for the **R5000.00** deposit. Deposits are non-refundable and non-transferable, under any circumstances.
- ❖ **PAYMENT METHODS:** Please note that banking charges will be for the client's account on all **CASH DEPOSITS & CHEQUE PAYMENTS**. This will be added to a separate invoice after charges was confirmed with our banking institution. Please note that cash deposit banking fees have become very expensive.
- ❖ **BANKING DETAILS:** **MARANEMAN – FNB – CHEQUE – ACCOUNT NR: 6300 2012 051 – BRANCH CODE: 250 655 – REF: GROUP & VISIT DATE**
- ❖ **BOOKING:** Please note that no booking is confirmed if you did not receive a CONFIRMATION OF BOOKING letter from our offices.
- ❖ **FINAL BALANCE:** is due no less than 15 workdays before your actual visit date. If paying by cheque, please ensure that it is done in time for the cheque to be cleared at least 10 days prior to when your visit takes place.
- ❖ **CANCELLATIONS/DATE MOVES:** Due to the nature of our business our premises are booked far in advance, and we will not be able to find a replacement for your date (for which we showed many groups away to keep it for you), on short notice cancellations. These terms apply to all cancellations made for any reason whatsoever (even when Departmental Approval is not given, or if parents/school board wants to cancel). No exceptions. **91 Days or more, before booked visit:** If a visit is moved more than 91 days before your booked visit, any payments made to us will be allocated towards an alternative date. If your visit is cancelled in this period, a 100% refund is given. **16-90 Days before booked visit:** A cancellation fee of 80% of your total visit fee (based on the minimum number of guests booked for) will be payable, if your visit is cancelled between 16-90 days before your booked date. **15 Days (or less) before booked visit:** No refunds are given if your visit is cancelled or requested to be moved, 15 days or less before visit date... and full payment will still be required, based on minimum numbers booked for.
- ❖ **NATIONAL STATE OF DISASTERS:** In such circumstances visit dates will only be moved if lockdown regulations specifically prevent the visit from taking place. The visit date may be moved to any available date within a three-month period after the regulation has been lifted. If a new visit date was not booked within the period stipulated, any payments made to us, will be forfeited. Please note date-moving does not apply to authorisation not given by the Department of Education, nor if the school board or parents don't want to go ahead with the visit, as our contract is entered into between ourselves and your school, and we are able to offer the services booked for. Maraneman cannot be expected to carry such losses again. If a visit is cancelled or must be moved within 10 days prior to the visit arrival (due to lockdown regulations preventing the visit from taking place), a 40% payment of the visit fee will not be transferred to the next visit date (as a portion of the food and other expenses need to be paid by client), and full payment is still required before the initially booked visit date to assist with our overhead expenses at the time. If a visit is cancelled, while the visit is taking place, no refunds or transferring of visit date can be offered. No refunds are given, for any reason whatsoever.
- ❖ **FINAL NUMBERS:** We require you to confirm your *Final Guest Details in writing*, on our *FINAL NUMBERS FORM* (which you will receive with your confirmation of booking), no less than 15 workdays prior to your visit. These details will be used to place food orders and make final arrangements for your visit. No refunds will be given for guests who were included on that form, who did not show up for visit. Any additional guests above what was specified on the *FINAL NUMBERS FORM*, who arrive at visit, must be paid for in cash or via EFT, upon arrival. Please note that if this form is not sent to us on time, we cannot guarantee enough facilitators for your group size at ratio of 1:35. It is imperative that we receive these details in time, to adequately prepare for your visit.
- ❖ **LATE PAYMENTS:** A R500 fee will be charged per late payment made (applicable to Final balance payment and cheques that do not clear in time, as stipulated). Please understand that we are given more administrative responsibility to make calls and emails, reminding clients for payments that were due, as per our arrangements made. These fees are not applicable to special WRITTEN arrangements made and agreed upon by us, upon booking.
- ❖ **TERMS & CONDITIONS:** All T's & C's set out on our quotations sent, along with any other correspondence sent regarding your visit, are binding.
- ❖ **VENUE RULES:** It is the responsibility of the visit organiser to inform everyone in their visit group of our venue rules and regulations. No refunds will be given to any guests/groups who are asked to leave our premises due to not adhering to our venue rules. We reserve the right to refuse admission and service, to non-co-operative guests.
- ❖ **NO ALCOHOLIC BEVERAGES, SNACKS OR COLD DRINK** is allowed to be brought onto our premises. We do offer a fully stocked tuck shop (cash only).
- ❖ **NO ACCOMMODATION OR USE** of any rooms/dining areas are included in your package. Day visitors are only allowed to enter designated areas on our premises.
- ❖ **USE OF DESIGNATED COMMUNAL BATHROOMS** will be made available for use.
- ❖ **ALL ACTIVITIES** are arranged and controlled by our trained and friendly staff, ensuring the safety of all guests.
- ❖ **RIGHT OF ADMISSION RESERVED** and persons not adhering to any of the rules on our premises will be asked to leave, without any refund whatsoever.
- ❖ **ONLY PROPER SWIMWEAR** is allowed to be worn. No swimming in underwear is permitted. Please ensure that all guests are made aware of this rule.
- ❖ **THE PROPOSED DAY-VISIT PROGRAM** is subject to change due to weather or any unforeseen circumstances.

A deposit was paid to the amount of **R5000.00** (please attach proof of this payment) on Date: \_\_\_\_\_

If special arrangements were made for down-payment of it, please ensure that you receive a payment agreement to sign and fax back to us as soon as possible.

Type of Day Visit:  Farewell Day  Fun Outing  Other \_\_\_\_\_

**PLEASE NOTE THAT ALL FORMS ARE TO BE SIGNED BY AN AUTHORISED REPRESENTATIVE ON BEHALF OF THE GROUP, SCHOOL OR ORGANISATION:**

Please sign as acknowledgement that the above information is accurate, and that you have read and accepted all terms & conditions stipulated on this booking form:

\_\_\_\_\_  
FULL NAME & SURNAME (PRINT):

\_\_\_\_\_  
ID NR:

\_\_\_\_\_  
SIGNATURE:

\_\_\_\_\_  
DATE SIGNED: