

Terms & Conditions for our Self-Catering Campsite and Chalets

We do hope you enjoy your stay in one of our campsites or Chalets and keep coming back as others do.

Please read the following, if there is something you then need to discuss please do so, we will do our best to be flexible.

1. The establishment operates on a self-catering basis but can provide other services such as personal laundry, transport and tours.
2. The name and surname of the main guest must be provided when the reservation is made. Persons over the age of 12 years are classified as adults.
3. We do not take bookings for a specific campsite or chalet. (We will try to assist in this matter but there are no guarantees that the site or chalet you prefer is available) We allocate sites as they are available at the time when the booking is made. We work on a first come first serve basis when the booking is made, not when guest arrive.
4. The establishment holds the right to only inform the guest of their site or chalet numbers when they arrive.
5. The guest retains personal liability for the bill until the employer, agent, or person that made the reservation on his or her behalf has settled it.
6. A non-refundable deposit of 50% becomes payable at the time of reservation for the full period booked, with full payment due on the day of arrival. In the event of a cancellation within one month of arrival, all monies will be forfeit.
7. Changes made to the booking one month or more before arrival will be subject to a requote
8. Any changes that is made to the booking must be done in writing (email)
9. No refunds will be given if any changes or cancellations are made to the booking on arrival, this include but is not limited to change in accommodation type and amount of people.
10. Reservations will not be confirmed until the proof of payment is provided to us at which time we will send a confirmation with relevant reservation details to the guest provided that the funds appear in the relevant bank account.
11. The guest is Liable for any transaction fees.
12. Internet transfers, bank deposits, PayPal or cash are the preferred method of payment. We do now have credit card facilities
13. We use the local currency of BWP for all our pricing and rates.
14. We will accept the following currencies at our rate: ZAR, NAD, ZMK, USD & EURO (Enquire at Reception for the Rates)
15. Check the invoice; we will not take responsibility at arrival for any mistakes made on the invoice that was not asked to be corrected prior to arrival.
16. Check in time is between 14:00 and 20:00 unless prior arrangements have been made. No check-in will be made after 21:00. This is necessary to ensure the security, comfort and well being of other guests.
17. Check out time is by 10:00 unless prior arrangements have been made. This is to enable the room to be prepared in time for new arrivals. Late check outs may be charged for.
18. No person more than the number agreed at the time of reservation may occupy the property without arrangements made at reception on arrival.
19. The chalets will be left in a clean and tidy condition, if there are breakages or damage is caused we will be informed, and recompense will be made prior to departure.
20. We reserve the right to terminate the visit of any person whose conduct is detrimental to the comfort of others, without recompense. **Please respect other guests and keep noise to a minimum after 9.30pm.**
21. Please do be considerate when it comes to noise levels. No loud music is permitted.
22. No smoking is allowed in any of the chalets.
23. No pets are allowed on the property unless by prior arrangement.
24. We have a licenced bar thus no personal drinks in the bar. Kindly save us the embarrassment of having to ask you to leave the Bar (Deck) when you have your own drinks.
25. The bar is CASH only, we do NOT run a "tab" at the Bar. The Bar only accepts BWP. If you have other currencies kindly exchange at the reception.
26. Cooking Facilities: Senyati provides microwave ovens and Induction Cooking Plates in the chalets only, there is no convention oven Facilities, please do not bring pies/bread or anything that needs to be baked
27. Children must refrain from playing in the "Deck" area as this is the Wildlife viewing area.
28. Children are not permitted in the "Hide" with out a Parent or Guardian Present.
29. Please be aware children **MUST** always be accompanied/supervised, this is a wildlife area which is not fenced in. Also, the waterhole and fields in front and to the sides are strictly out of bounds for playing areas for your child's safety
30. No loud noises, smoking, drinking or eating in the "Hide"
31. The cutting of any trees or branches is STRICTLY forbidden.
32. We reserve the right of entry to the properties at all reasonable times for the purposes of inspection or to carry out repairs or maintenance.
33. Although the establishment takes reasonable steps to ensure the safety and security of guests and their possessions, guests retain final responsibility for their own safety and security.
34. No liability shall be accepted by us for loss, damage or theft of personal property belonging to guests, either in the property or in/to cars, bicycles or other vehicles left on the property. Nor shall liability be accepted by us for accident or injury to guests, either within the property or outside.
35. Please do inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty within the accommodation that needs our attention, so that we can assist and repair or make alternative arrangements. Due to the limited period of hire, it may not be possible to repair such items during the period of hire.
36. Fires will only be made in the designated fire pits or "Braai's" for safety reasons.
37. The guest is liable for any loss or damages (excluding wear and tear) to the property of the establishment.
38. In the unlikely event that we must cancel the reservation due to circumstances beyond our control, we will provide a full refund of monies paid. No further financial claims will be considered.
39. The establishment cannot be held liable if any of the following events or conditions prevents us from fulfilling our obligation to guests. We will take all reasonable steps to minimize disruption and discomfort to guests under these conditions.
 - 39.1. Unanticipated interruption to the electricity, water, sewage to or from the property.
 - 39.2. Industrial action, civil uprising or criminal activity.
 - 39.3. Fire, frost, flooding, subsidence or any other force major event.
40. We do provide free Wi-Fi, however only from 5pm to 9pm.
41. We cannot guarantee the speed at which information may be transmitted or received via the Service.
42. We cannot guarantee that the Service will be compatible with your equipment or any software which you use.
43. All activity rates do NOT include Park Fees of Visa Fees.
44. Please remember that even though the animals at the waterhole looks tame that they are not, they are wild animals and not pets.
45. No music is allowed at Senyati, this includes the campsites, chalets and swimming pool.
46. COVID protocols must be adhered to.

Thank you very much