

**Swartvlei Caravan Park Accommodation and Concession Policy**



**Accommodation  
and Concession Policy**

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# Swartvlei Caravan Park Accommodation and Concession Policy

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# Swartvlei Caravan Park Accommodation and Concession Policy

## ABBREVIATIONS

EFT	Electronic Fund Transfer
GRDM	Garden Route District Municipality
STO Rates	Standard Tour Operator Rates, similar to concessions
VAT	Value Added Tax

## GLOSSARY OF TERMS

Concession	A preferential allowance or rate given by an organization/ a reduction in an amount of money that must be paid.
In Season	Refers to Western Cape school holidays as well as Public Holidays and long weekends outside the Western Cape School Holidays.
Out of Season	Western Cape school terms.
Groups	Minimum of 12 people qualify as a group
Vulnerable Groups	Part of the South African population that experience a higher risk of poverty and social exclusion than the general population
Youth	persons from the ages 15 – 35
Senior Citizens	refers to persons 60 years of age and older

## 1. INTRODUCTION

This Policy provides procedures and rules relating to accommodation, bookings and concessions at Swartvlei Caravan Park. The Caravan Park, with its huge camping site, is located off the N2 along the pristine Garden Route coastline, 5km from Sedgefield.

## 2. SCOPE

This policy applies to Swartvlei Caravan Park and all those who enter its premises. This includes employees of GRDM, tourists, holidaymakers and other members of the public seeking access to a unique, recreational or other tourism resources, be it a natural, cultural or historic site. It includes day visitors as well as those staying overnight.

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### 3. RESORT RATES

- 3.1 All rates include VAT.
- 3.2 Rate increases after the date of the booking and prior to arrival will be levied and are payable. Rate increases applied after the booking date, prior to arrival will not be applicable to clients who have already paid.
- 3.3 Rates are adjusted annually when the budget is approved by Council.
- 3.4 Rates per caravan/tent site are per site, per night, for four (4) people and a maximum of six (6) persons. Any request for more than four people per site, will require an additional fee as per the approved tariff. Children 2 years and younger will stay free of charge.
- 3.5 For long weekends, first preference will be given to clients staying 3 nights or longer.

### 4. BOOKINGS

- 4.1 All bookings are required to be done electronically. Walk-in clients will be required to make use of the card facility and NOT electronic transfers.
- 4.2 Bookings will be allocated in order of date and time received of the most nights booked.
- 4.3 For security and operational reasons, cash payments are not accepted at the Resort.

#### **4.5 Bookings for Swartvlei Caravan Park for the festive season from December until mid-January period of the following year will be dealt with as follows:**

4.5.1 Applications will open on 01 March to 31 March of each new year. Only emailed applications will be accepted. No hand delivered or telephonic applications will be accepted whatsoever

4.5.2 First preference will be given to those who book for 25 nights or longer.

4.5.3 Allocations must be made by 30 April, unless there are not enough inquiries.

4.5.4 A minimum of a 50% deposit must be made to secure bookings by 31 July of that year and the remaining balance is payable by 31 October.

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4.5.5 Unsuccessful booking applications will be added to a waiting list in order of most nights required.

### **5. ACCOMMODATION CANCELLATION BY GARDEN ROUTE DISTRICT MUNICIPALITY**

- 5.1 Garden Route District Municipality (GRDM) reserves the right to cancel any accommodation if the Resort is needed to address National, Provincial or Local disaster occurrences or events.
- 5.2 Cancellations will be done in advance as soon as the occurrence and or event becomes known.
- 5.3 **For security and operational reasons, cash payments are not accepted at the resort.**
- 5.4 Full refunds for the accommodation (only) will apply if accommodation is cancelled under such circumstances.

### **6. CONCESSION**

- 6.1 Concessions are only available out of season and are subject to availability.
- 6.2 All concessions will be administered through Council's hospitality booking system.
- 6.3 A 10% concession is available to tour operators (Standard Tour Operators – STO).
- 6.4 A 30% concession is available to senior citizens (60 years and older) providing proof in form of ID, drivers licence or passport. only applies to individual bookings and only for one chalet / site per reservation.
- 6.5 A 20% concession is available for events provided the entire resort is booked.
- 6.6 A 20% concession is available to school groups.
- 6.7 A 20% concession is available to church groups.
- 6.8 A 30 % concession is available to Councillors and staff members. The Councillor or staff member must be present during the stay. Proof of employment will be required upon arrival. Concession is limited to 3 chalets or stands per councillor / official per booking.
- 6.9 60 % concession for those who stay at any of the camp sites for a month or longer whom is not a pensioner but 60 years and younger. Maximum stay of 3 months
- 6.10 For marketing and advertising purposes, accommodation facilities will be allowed to swop advertising/marketing costs with companies for accommodation or using facilities. This means print, digital, and broadcast media can be swapped for accommodation.

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### 6.11 Monthly Tariffs

6.11.1 Monthly tariffs are only available out of season and only applicable to caravan or camping stands.

6.11.2 Persons wishing to occupy caravan/camping stands for a period of one to three months will qualify for a discount of 60% during the out of season period. This is applicable to all clients / only one discount applicable per booking / visit.

6.11.3 a fixed monthly rate of R3 300.00 is applicable to Pensioners for a maximum of two people per stand. No more than 3 (Three) consecutive stays are allowed. For pensioners the out of season requirement may be waived at the discretion of the Municipal Manager / Property Manager.

6.11.4 Monthly tariffs are payable in advance.

### **7. DEPOSIT**

- 7.1 A 50 % deposit is payable within 14 days for advance bookings. The balance must be settled via EFT 72 hours prior to arrival at the Resort.
- 7.2 When a reservation is made less than 48 hours prior to arrival the full amount is payable immediately via EFT.
- 7.3 If deposits are not paid as stipulated the reservation will be cancelled.

### **8. CANCELLATION OF BOOKING AND REFUNDS**

- 8.1 Accommodation fees may be refunded on receipt of a request and approval by the Manager: Projects, Properties, Facilities & Resort Management. (Manager: Projects, Properties, Facilities & Resort Management may reject on his/her discretion any booking.)
- 8.2 The following documentation needed for a refund application: A refund form, Application for Creditors Account form stamped by the applicable bank or bank letter confirming bank details must be completed, Pro forma invoice of reservation, copy of guest's ID and proof of payments before any refunds are made. The refund period will occur within 90 days.
- 8.3 No cash refunds will be done.
- 8.4 Credit on early departure bookings (with exemption on medical/family/household emergency departures and proof thereof) will not be transferred to other dates and the cancellation policy will apply.
- 8.5 The following refund principles are applicable:
  - 8.5.1 Less than 72 hours: 0 % refund of the fees payable.
  - 8.5.2 Less than 14 days: 25 % refund of the fees payable.

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8.5.3 Less than 1 month: 50 % refund of the fees payable.

8.5.4 More than 1 month: 90% refund of the fees payable.

### **9. ARRIVAL AND DEPARTURE TIMES**

9.1 Arrivals shall be accepted from 14:00

9.2 Departures strictly at 10:00 (charges will apply if guests do not depart by 10:00)

### **10. PETS**

10.1 No Pets are allowed at the resorts.

### **11. GUIDE DOGS**

Only guide dogs, regardless of their weight, are allowed at the camping sites of our resorts and camps. sites throughout the year to accommodate people with disabilities. Resorts and caravan parks are entitled to ask for evidence that a guide or assistance dog was trained by what is known as, a recognised training organisation.