

## ***Kwalata Adventure Camp's Terms\*& Conditions\****

*with a few footnotes\*.*

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*Thank you for your request and intended booking.*

*Please take note of the following terms, conditions & notes regarding your visit to our Adventure Camp. If at any time you are unsure or need clarification please do not hesitate to contact us*

### **Kwalata Adventure Camps Contact Numbers**

Camp Coordinator

Cell 079 407 2696

LandLine 012 004 2029 -

email [camps@kwalata.co.za](mailto:camps@kwalata.co.za)

Sales : [marelize@kwalata.co.za](mailto:marelize@kwalata.co.za)

Managing Director

Trevor 0834685514

[trevor@kwalata.co.za](mailto:trevor@kwalata.co.za)

Two camp sites on the premises. **Phiri Camp** (built in 1998) and **Phiri Enyane** built in 2019.

Each camp has their own facilities - accommodation / ablution / mess hall / program & facilitators.

**Phiri Camp** accommodates - 108 + 8 Teacher. (4 rooms Sharing 2 per room.Teachers)

**Phiri Enyane** accommodates only 40 +4 teachers. (2 rooms two beds per room sharing 2 per room.Teachers)

### **Your Reservation**


- ◆ By now you should have received a Quotation stipulating the dates & camp of your request.
- ◆ A Booking form would have been sent and a request to complete\* and to return the booking form.
- ◆ Upon receipt of the completed booking form a Pro-Forma invoice\* will be sent in order for you to pay a deposit.
- ◆ Please note that your booking will **ONLY be confirmed upon a receipt of a deposit payment** of at least R5,000.00 or as per prior special arrangement of a payment schedule.

### **Cancelling your reservation\***

- ◆ Cancellation Policy for Deposits:
  - ◆ The reserved date is only refundable if cancellation is made at least 4 months prior to the booking date.
  - ◆ No refunds will be made on deposits if cancellation occurs less than 4 months before the booking date.
- ◆ Postponement Policy:
  - ◆ Unfortunately, we do not postpone or extend bookings to another date.
- ◆ Minimum Learner Requirement:
  - ◆ Adventure Camp: A minimum of 40 learners is required.
  - ◆ Phiri Enyane Campsite: A minimum of 12 learners is required.

If the final numbers fall below these thresholds, we reserve the right not to proceed with the camp.

### CHECK LIST

1. Quotation e-mail
2. Check Availability
3. Booking Form 
4. ProForma Invoice
5. Pay Deposit \*\*
6. Date Confirmed

## The Follow up

During the month of the camp-date we will give you a courtesy call or email to followup on the following

- ❖ Anticipated Numbers and the final date for confirmation on numbers
- ❖ A reminder to double check on dietaries & allergies
- ❖ Any other special requests (fine weather, extra fun, etc.)
- ❖ Important- Indemnity / consent **AT** forms from learners and teachers

### ✓ CHECK LIST

1. Complete our checklist - Kwalata
2. Work on special request
3. Collection of consent forms **AT**
4. Working on final numbers & payments

## Final numbers

- ❖ We will request the final numbers **10 days prior the camp** in order to finalise invoice, **payment \*\*** due 10 days prior arrival.
- ❖ We do reserve a minimum number of learners to camp. 40\* learners - Phiri Camp, 12\* learners - Phiri Enyane . We reserve the right to cancel camp due to low numbers. Please bare in mind there is a economic viability of a camp regarding numbers.
- ❖ **No-shows.** As a rule there is no refund for learners not attending the camp after final numbers were submitted. We assume that the number of learners submitted is given on the learner's commitment and payment to attend the camp. Thus numbers are based on the number of learners paid to be on the camp. In cases with medical emergencies a learner is unable to attend we could consider the possibility of a refund
- ❖ **Changes to numbers** (canceling of learners attending after invoice has been sent) is considered as **no-show**
- ❖ Extras. Any additional people attending the camp will be billed separately and payment can be done upon arrival.
- ❖ Please note there is no 'half camp rate for learners arriving later or departing early. We charge a flat rate for the duration of the camp, not a per day rate.

### ✓ CHECK LIST

1. Confirm final numbers
2. Invoice
3. Send proof of payment to [camps@kwalata.co.za](mailto:camps@kwalata.co.za)

## Arrival & Departure Times

- ❖ We are blessed and work very hard to accommodate and deliver great camps. As a result we have back to back camps. This means when your school departs we have another school arriving the same morning.
- ❖ Arriving early without booking and paying for an early arrival will find you arriving with a school group still in camp. 10:00 arrival time.
- ❖ Late departure without prior arrangements makes it very difficult to prepare the camp site for the next group's arrival.
- ❖ We quote and book camps to secure an early arrival, however we do offer late departure after lunch at an additional rate. School needs to leave latest at 15:00. Please don't assume leaving or arriving a little earlier will be fine, it has far reaching complications.

### ✓ [Map & Directions](#)

## Location & Directions

Kwalata Adventure Camp is within the boundaries of the **Dinokeng Big-5 Game**

**Reserve, Hammanskraal, Gauteng.** We are just off the **N1 Highway**. Traveling on the highway is faster. Take note traveling on a Friday might coincide with heavy traffic north towards Polokwane. Please drive within the speed limited, from Pretoria to the Hammanskraal turnoff you are bound to encounter at least two traffic law enforcement cameras.

The N1 is a toll road, we do suggest **not to** use the R101 as an alternative route.

**Online Google maps & GPS** Directions on Google Maps Kwalata Adventure Camp

Once in the Reserve follow the signposts to Kwalata Game Lodge then to Adv Camp

## Coordinates

-25.391887, 28.332398

25°23'30.79"S 28°19'56.63"E

## Dinokeng Gates and Conservation Levies

- ◆ Inform security @ gate - you have to attend a camp @ Kwalata Adventure Camp
- ◆ Take your access slip - NB have this processed at camp upon arrival.

[Map & Directions](#)

## Cellphones

Screen - time - free - experience **No - cellphones**

- ◆ We have a strict policy of no cellphones during camp.
- ◆ Learners will have opportunity to notify parents on arrival - Hand in of phones to keep safe - Return on day of departure.
- ◆ All aspects we would like to work on during camp to make for a great camp
- ◆ Having no phones prevents loss & damage of phones & allows for personal interaction
- ◆ Cell detox - less distraction
- ◆ Disadvantage of having phones:
  - ◆ Diminish the adventure
  - ◆ Maintains comfort zone
  - ◆ Impedes personal interaction
- ◆ Learners will not have access to their phones till day of departure- not even for a little bit.

## Tuck shop

We do have a tuck shop at the Adventure Camps.

It sells the very **basic & elementary** cold drinks, chocolates, sweets & chips.

Tuck shop schedules are allocated as part of the program rotations, thus limited to once or maybe twice during the camp. (The school has the option not to allow for tuck shop)

We limit the number of items purchased by learners. No more than two items -of the same- at a time.

Typical expected spending would be

1 can of cold drink	=	R 15
1 Chocolate bar	=	R 15
1 packet of chips	=	R 10
1 packet smarties /jelly tots	=	R 12. .
		Total R52.00

## Payment options

- ◆ Cash
- ◆ Card
- ◆ Account (to be arranged prior arrival)

## Payment

- ◆ With a card Debit /credit
  - ◆ The learner opens a tab at the tuck shop with a pre specified amount (Total for the days tuck shop) Settles their account at end of day by swiping card.
- ◆ Account
  - ◆ We can pre -determine a set amount per learner for the tuck shop during camp. Add the total to the invoice, paid by school on arrival, supply tuck shop items to available credit as per class list.
- ◆ Please do not hesitate to check with us if not clear, or should you require alternative options for tuck shop.
- ◆ **Teachers have a private refrigerator** in their camp. Welcome to bring your own preferred refreshments/ sweets along, and keep cold in refrigerator.

## Facilities

The campsite was designed & built for adventure programs in mind. Rustic Log cabins with outside ablution facilities, adventure course and a lot of space to have fun.

 [View Facilities - click on link](#)

## Teachers' accommodation

Visiting Personnel, teachers & team leaders are accommodated in their own 'camp' within the Adventure Camp..

**Phiri Camp** Four Rooms, Kitchenette, Dining area, fireplace, showers and outside toilets

- ◆ The rooms have bunkbeds supplied with bedding. Each room accommodate 4 people =2x top bunk 2x bottom bunk beds per room. Total 16 sharing or 4 single people. Rooms No. 7,8,9 &10.
- ◆ Should you be more than 8 people, please let's discuss the sleeping arrangements before arrival, especially if it is your first camp at Kwalata.

**Phiri Enyane** Two rooms with 2 beds each, bathroom ensuite. 4 people max

- ◆ Bedding - Teachers, bedding is provided, only need to bring a towel.
- ◆ Cutlery - Teachers will dine at set tables, and we do the washing up..

## Bus Drivers-

In the event of bus drivers are sleeping over, please liaise with us prior arrival if bus-drivers will be staying over. So we can make arrangements for their rooms & meals.

## Learners' accommodation

**Phiri Camp** Log cabins with 6x3 bunk beds. 18 per room. Six Rooms accommodate 108. Each bunk has a mattress with a fitted sheet. Learners provide own bedding. (Bedding can be provided\*).

Total 150 beds. For Bigger groups we will make use of Phiri Enyane & Army tents with stretchers.

**Phiri Enyane** Two rooms with 22 bunk beds each. Own bathrooms & showers.

- ◆ **Bedding** - Mattresses are covered with a fitted sheet, Learners provide their own bedding
  - ◆ We do have sleeping bags available for hire additional extra - additional to camp rate.
- ◆ **Cutlery** - Learners to supply plates knives and forks.
  - ◆ We do have cutlery & utensils available for hire at an additional fee, should you require cutlery to be washed, we can make arrangements for washing up at an additional fee.
  - ◆ Please make arrangements prior arrival.

 [Camping Checklist attached to Quotation](#)

## Meals & Dietary Requirements: Halal Food

Menus are available on request.

**Dietary requirements** - We are equipped to serve alternative menus as far as Vegetarian. Halal, no beef , no pork ,.... no food...as for Vegan catered for.

In cases of **Gluten Free (serious gluten allergies)** we request learners to bring their own food for the duration of the camp. We have a refrigerator, microwave oven for them to prepare their special meals.

**Halal Food option & protocols** - Kwalata Adventure Camps only offer Halal prepared food ('not strictly' halal or ordained).

We use halal 'certified/'stamped' products with the following protocols in place.

**Purchased:** The products we purchase are labelled Halal (stamped on products with Halal stamps from suppliers),

**Stored separately:** There is a single Deepfreeze exclusively used for halal-certified products only.

**Prepared separately:** food is prepared separately on pots & pans & utensils are only used for halal dishes.

**Served separately:** the dishes for the meals are served separately - away from the other food area

**Washing up separately:** The utensils & cutlery used are washed up in their own dedicated wash-up area.

All meats served are chicken only.

All processed foods (hash browns) have a halal stamp on the product.

All oils, spreads & condiments are halal-stamped products.



In the case where learners are **strictly Halal the following options:**

1. They are only served a vegetarian menu, prepared to the above protocols
2. They bring their own food, we have a refrigerator only for special foods. Microwave to heat, and separate washing up area.

### **Our Programs ends around**

- ◆ 21:30 at which time we send learners to bed and then require teachers | educators to keep learners in bed. The dreaded night shift.

### **NO MUSIC OR LOUD NOISE**

as we are situated in a game reserve and have to abide by the game reserve's rules.

### **Safety & Risk Assessment**

Incase of Emergency

- ◆ All medical incidents or requirement to be dealt by Teachers / personnel in charge of school camp.
- ◆ All facilitators have a valid First Aid certificate. We will report and assist teachers. It is approx 30min to Montana Private Hospital & 20min to Jubilee Provincial Hospital. We do execute safety drills and brief on risks during your stay.

### **First aid:**

- ◆ We attend and treat minor injuries which require not more than ice / cream or plaster. and cream - injuries requiring more advanced treatments to be treated by teachers.
- ◆ \* We have an Emergency Plan, with Evacuation procedures. Welcome to request document will email to you with pleasure.

### **Risk, Health & Safety**

- ◆ We have a comprehensive **Risk analysis and H&S** documented policies [HIRA]. Staff is trained and evaluated on risk management and awareness of potential safety risks. None of the activities are mechanical or more than ½ a meter above the surface and do not require log books or specialised training.
- ◆ **Safety plan** to department of education is available.
- ◆ Should you require the documentation you are more than welcome to contact us, we will email a copy of documents.

### **Swimming**

- ◆ Only allowed with Qualified Life Guard on duty under adult supervision.
- ◆ Swimming is a planned and organised event and does not happen during free time. SOP during swimming will be adhered to and any person not adhering to the rules conducting during the swimming session will not be allowed in the swimming area.
- ◆ Rescue and minimum of two (2) dedicated Swimming Facilitator to be on duty.

### **Lost & Found**

- ◆ All lost & found items will be placed on the lost and found table for learners to find & take their belongings prior boarding the buses on the last day.
- ◆ All remaining items not claim will be placed in a bag and handed to the teachers to take along to school.
- ◆ Any other items not handed over to the school on day of departure will be registered and recorded in the Lost and Found register.
- ◆ Items will be kept safe for a period of three (3) months.
- ◆ Items not claimed will then be donated to local old-age homes or community daycare centres.

## Photos

We take photos during the camp.

- ◆ Photos of learners taking part in activities, in an attempt to give a timeline of the camp.
- ◆ All photos are given to the school to be used at the school's discretion.

Kwalata Adventure camp might use some photos for **advertising or marketing**.

- ◆ No photo of a child will be used where the identity of the learners are visible.
- ◆ We will not stage photos for marketing material, all photos taken while learners are engaged in the program. We work well with-in the Child Protection act, 2005; & POPI Act 2013.
- ◆ There is an option on consent form to exclude a learner from photos.

These notes T&C can change at any time and to the discretion of management.

## FootNotes

### \*Cancellations.

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† **Information collected** (Private/Institutions) information is collected, stored and used for reservation, payment, emergency information -as stipulated in the regulations of the POPI Act. No information is collected with the intent to pass on to any third party.

### ✂ Consent forms.

- ◆ Irrespective of the school's indemnity | institution organising the camp | school trip has in place with the parents or students, we as camp venue require to gain consent | permission by the guardian or parent of the learner to take part in activities during the camp and or excursion.
- ◆ We cannot allow a learner to participate in any activity if not in the possession of a completed & signed consent form.
- ◆ Activities & risk of activities might hold is available on our web page.

**\*\* Payment**, is due 10 days prior arrival. We need 10 days to finalise, order & purchase supplies in preparation for your camp. the preparation .

Banking detail is on invoice along with reference number for payment. EFT, card or cash for extra or additional cost available at camp.

\*  
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