



2023-2024
Victoria Bay Caravan Park
Accommodation and Concession Policy

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CONTENTS

ABBREVIATIONS	3
GLOSSARY OF TERMS	3
1. INTRODUCTION.....	3
2. SCOPE.....	3
3. RESORT RATES	3
4. BOOKINGS	4
5. ACCOMMODATION CANCELLATION BY GARDEN ROUTE DISTRICT MUNICIPALITY....	4
6. CONCESSION	5
7. DEPOSIT.....	5
8. CANCELLATION OF BOOKING AND REFUNDS.....	6
9. ARRIVAL AND DEPARTURE TIMES	6
10. MONTHLY TARIFFS	6
11. SPECIAL RATES	7
12. GUIDE DOGS	7

2023/24 Victoria Bay 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 has to be paid.
In Season	Refers to Western Cape school holidays.
Out of Season	Western Cape school terms.
Vulnerable Groups	Part of the South African population that experience a higher risk of poverty and social exclusion than the general population.
Scholars	Persons 18 years and younger

1. INTRODUCTION

This Policy provides procedures and rules relating to accommodation, bookings and concessions at Victoria Bay Caravan Park. The Caravan Park, with its ~~three~~ two camping sites, is located just off the N2 along the pristine Garden Route coastline, 10km from George.

2. SCOPE

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

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.

2023/24 Victoria Bay Caravan Park Accommodation and Concession Policy

- 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.

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

- 4.3.1 Applications will open on 3 January to 30 March of each new year. Only emailed applications will be accepted. No hand deliver or telephonic applications will be accepted whatsoever
- 4.3.2 First preference will be given to those who book for 25 nights or longer. If stand is awarded on this principle no changes on number of nights or cancellations will be entertained.
- 4.3.3 Allocations must be made by 30 April, unless there are not enough inquiries.
- 4.3.4 A minimum of a 50% deposit must be made to secure bookings by 30 July of that year and the remaining balance is payable before 30 September.
- 4.3.5 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 Full refunds for the accommodation (only) will apply if accommodation is cancelled under such circumstances.

2023/24 Victoria Bay Caravan Park Accommodation and Concession Policy

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 youth and other vulnerable groups affiliated to recognised community-based organisations. These must be approved by the Municipal Manager or any other delegated official.
- 6.5 A 30% concession is available to senior citizens (60 years and older providing proof in form of copy of an ID or drivers licence or Passport).
- 6.6 A 20% concession is available for events provided the entire resort is booked. A once-off amount will be charged for electricity-usage. These have to be approved by the Municipal Manager or any other delegated official.
- 6.7 A 20% concession is available to schools.
- 6.8 A 20% concession is available to church groups.
- 6.9 A 30 % concession is available to Councillors and staff members (only one concession per year. The Councillor or staff member must be present during the stay. Proof of employment will be required upon arrival.)
- 6.10 A 30% concession on special holidays (out of season) e.g., Valentines, Mother's, or Father's Day. Minimum of 2 nights to be booked.
- 6.11 60% concession for those who stay at any of the caravan parks for a month or longer.
- 6.12 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 swopped for accommodation.

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.

2023/24 Victoria Bay Caravan Park Accommodation and Concession Policy

- 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:
 - 7.5.1 Less than 72 hours: 0 % refund of the fees paid.
 - 7.5.2 Less than 14 days: 25 % refund of the fees paid.
 - 7.5.3 Less than 1 month: 50 % refund of the fees paid.
 - 7.5.4 More than 1 month: 90% refund of the fees paid.

9. ARRIVAL AND DEPARTURE TIMES

- 9.1 Arrivals shall be accepted from 11h00.
- 9.2 No non-payment arrivals will be accepted after business hours (16:30) from Monday to Thursday. After 13:30 on Fridays and after 12:00 on Saturday and Sundays and Public Holidays.

10. MONTHLY TARIFFS

- 10.1 Monthly tariffs are only available out of season.
- 10.2 Persons wishing to occupy chalets and/or caravan/camping stands for periods of one month or longer 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).
- 10.3 Rental is payable monthly in advance.

2023/24 Victoria Bay Caravan Park Accommodation and Concession Policy

11. SPECIAL RATES

- 11.1 Special rates requested for groups and or individuals requesting to stay for a month or longer during quiet periods (for e.g. June/July holidays) during the Western Cape school holidays are approved by the Executive Manager for Planning and Economic Development.

12. GUIDE DOGS

Guide dogs of any weight will be allowed at the camp sites throughout the year to accommodate people with disabilities. 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.