



What a Place!!!

Dear Guest

Thank you for your enquiry...

Please take a moment to read through the important information contained herein, this will ensure a comfortable and relaxing breakaway. Feel free to contact reception should you need any further information or assistance...

About us:

We are situated on a 45 hectare, fenced property with approximately 2km's river-frontage, spectacular riverine bushveld and unspoiled river views... (See attached ground layout to assist you with your preferred accommodation type)

In addition to our accommodation facilities we also offer:

- Bike & Barrel Restaurant - Fully licensed - With Spectacular River Views from deck area...
- Riverine and Bushveld Birding in abundance - Kolgans Bird Hide
- Resort based Quad Trails - Bring own quads - Rules do apply - See Code Of Conduct
- 2 Fully equipped conference venues - 40 & 150 delegates
- Fishing - River Bass, Carp, Kurper, Catfish etc... (Catch & Release)
- Canoe / Kayaking on Olifants River
- River Bank terrace games - Jumping Castles, Putt-Putt, Mountain Biking
- Games room with Pool, Table Tennis, Wall Climbing, Water-slide etc...
- Paintball - For larger groups bookings essential
- Chapel for wedding ceremonies seating up to 120 guests
- Wedding / Function hall with restrooms / Bar / Scullery for 150 guests
- Events and Occasional LIVE entertainment - Follow us on Facebook for details...

Banking Details: Ruby River Resort CC
ABSA Cheque Account no: 4066 245 581
Branch Code 334-350

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Middelburg, 1050
Mpumalanga

GPS: S 25°18'633"
E 29°25'556"

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Code of Conduct

In order to provide all our valued guests with a unique and relaxing experience, please take a moment to familiarize yourself with the following.

Visitors agree to abide by our Code of Conduct at all times and will ensure that the comfort and relaxation of other guests is in no way disturbed or jeopardized!

1. Alcohol may only be consumed at your accommodation, camping sites or the Bike and Barrel restaurant and bar area. The rest of the resort, pool areas, games rooms and other facilities is considered to be "Public Areas" in accordance with our National Legislation and Alcohol Control Act.
2. We have a **ZERO** tolerance for guests making themselves guilty of disturbing the peace by any means or ways because of the effects of alcohol / drugs. Since this is a "family" resort, perpetrators in this regard will be asked to vacate their accommodation, leave the resort and be unconditionally blacklisted from future visits...
Please enjoy your drinks in a responsible manner!
3. No loud music / car stereos or excessive noise is allowed, especially after 21h00 in the evening and up until 07h00 the next morning, unless it is part of an official event or festival organized by the resort.
4. For everyone's safety Quad bikes, Dirt bikes, Scramblers and other type ATV's are not allowed / or to be operated anywhere in the residential areas or camping grounds! (The Quad-bike trail is purposely build for that...)
5. Vehicles may only move at "idling speed" on the resort in order to reduce noise and limit accidents. Pedestrians have the right of way anywhere on the resort. Please limit unnecessary driving...
6. Mountain -bikers / Bicyclist please be careful when cycling on the resort and consider children that might appear in front of you without warning
7. Standard regulation swimwear must be worn at all times at our communal pools
8. Keep our resort clean, PLEASE DO NOT LITTER
9. Please respect our facilities, other guests, nature and surroundings and report any irregularities to resort Mmanagement as soon as possible. Treat our home in the same way you would yours!
10. Please refrain from collecting firewood or breaking trees for fires. Firewood can be purchased at the restaurant or Kiosk
11. For your safety, oonly start fires in designated fire places and / or braai's. Do not build fires on the ground or lawn areas.
12. It is prohibited to swim / bathe in the river since **crocodiles & hippos** are present and could pose a massive threat to you or your family's safety...
13. Do not let your children wander off unattended close to the waters edge! (Crocodiles view them as food...)
14. Guest who enjoy fishing, is reminded that a catch and release policy applies at the resort. (No casting nets allowed)
15. Small, friendly, well-behaved and **QUIET** pets are allowed in our camping area's only, providing they are kept under your control and do not become a nuisance to other residents, in which case you will be asked to remove them from the resort immediately. **(Clean their mess up after them please..!)**

Accommodation - Additional Information

Please refer to our Rates & Facilities Matrix to simplify your accommodation preferences...

Self Catering Chalets:

- 1-2 Sleeper Chalets
- Bed Linen
- Bathroom
- Equipped Kitchen - Hotplate, Microwave, Utilities, Kettle, Fridge & BBQ Facilities
- No Cleaning Supplies or Towels

Non Self Catering Chalets:

- 1-2 Sleeper Chalets
- Bed Linen, Kettle and Minibar Fridge

Safari Tents / Log Cabins & A-Frames

- Open plan Bedroom
- Bathroom
- Bed Linen
- Equipped Kitchen- Hot Plate, Utilities, Fridge,
- Outside bath & BBQ facilities
- No cleaning supplies or Towels

Camping:

- Powered & No-Power Stands
- Streetlights
- BBQ Facilities
- Communal Ablutions
- Communal Scullery Facilities
- Please bring own additional Braai stand during High Season - Limited availability

Important

- Check in time is from 12h00
- Check out no later than 10h00 on day of departure - Failure to do so might result in an extra night accommodation charge - Late departure can be arranged on Sundays only - Subject to availability and no other arrivals
- The resort gate closes at 23h00 - Plan accordingly
- All tariffs may change without prior notice
- Children under age 2 stay free of charge at our Camping Grounds
- Pensioners (55+) receive a 15% discount for a mid-week stay - Out of season only!!!
- R20 / day extra will be charged for more than one vehicle per booking

Conditions of Payment

- Your booking is only "Confirmed" once a 50% deposit has been made and Proof Of Payment received (See cancellation Policy)
- For campers / Caravans FULL payment is required upon making a booking
- Ruby River Resort reserves the right to release any booking on hold, for which payment conditions have not been met, without notification
- A 100% cancellation fee will apply for no-shows without the option to "extend" or re-book
- A R200 Refundable Key Deposit will accompany any booking - This will be paid and refunded electronically

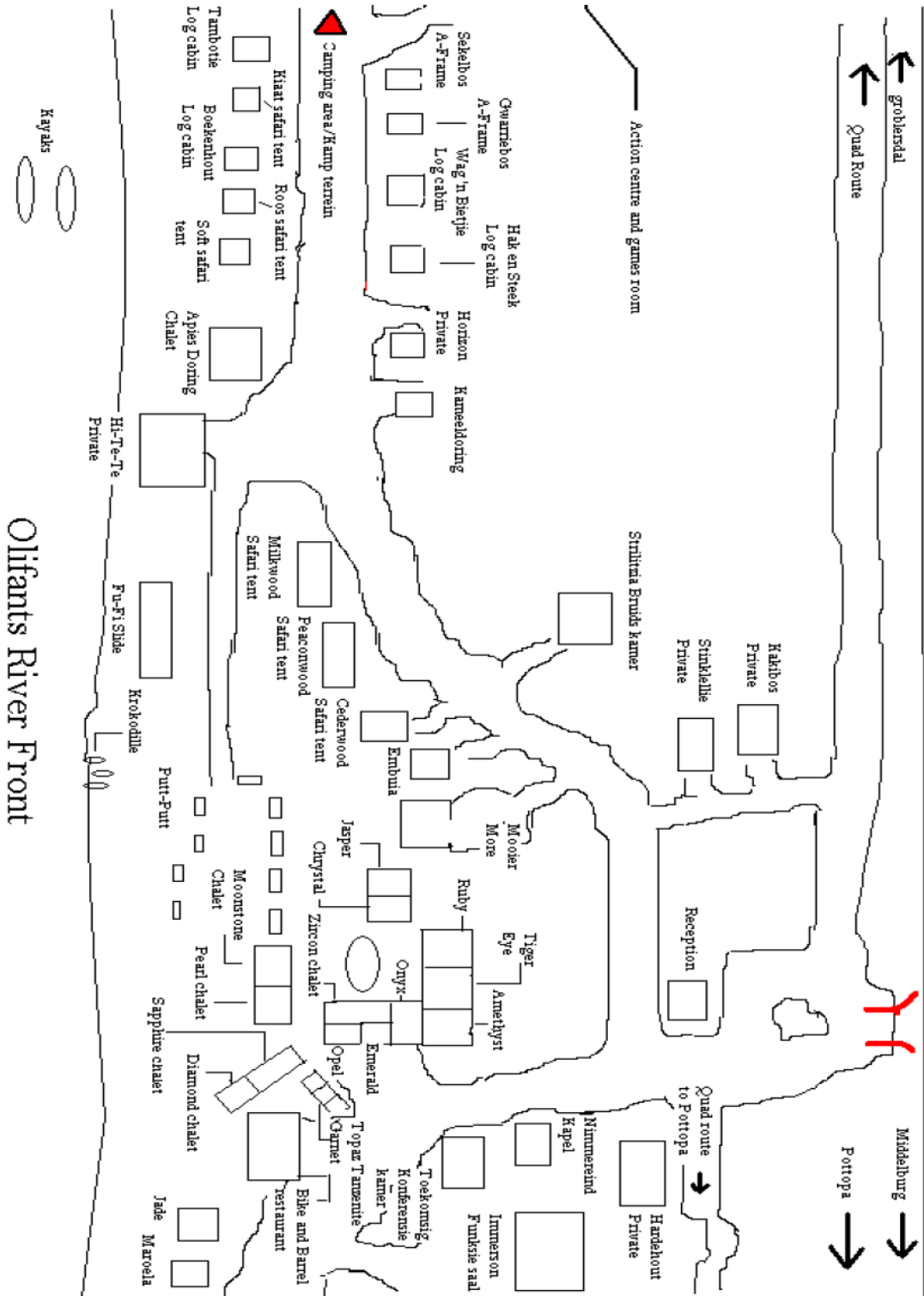
Cancellation Policy

- Cancellation before 90 days prior to check in date - 100% refund of monies paid would apply.
- Cancellation before 60 days prior to check in date - 75% refund of monies paid would apply.
- Cancellation between 30 - 10 days prior to check in date - 50% refund would apply.
- Cancellation between 10 - 3 days prior to check in date - 100% cancellation fee would apply!
- Bookings made within 3 days prior arrival can only be confirmed with full accommodation payment, thus full cancellation fee on 100% of booking total would apply.

Day Visitors

- Day-visitors visiting resident guests will only be accepted by prior notification and arrangement. Standard Day visitors fee will apply as normal!
- Day visitors may make use of our BBQ facilities (if available), Campground pools, Adventure Centre, fishing and the Bike & Barrel Restaurant
- No day visitors are allowed at our units or any other residential areas other than the camping grounds unless by prior arrangement
- No Day Visitors allowed to enter the resort after 14h00
- Day Visitors will subject themselves to our standard Code of Conduct (attached) and failure to adhere will result in you being asked to leave the resort immediately.
- Failure to have the Day Visitors pass displayed will result in you having to pay the entrance fee again. (Must be handed in at reception upon leaving the resort)

Resort Layout



Please enjoy your stay with us and do not hesitate to contact Reception should you require any assistance... 24Hour Emergency Number - 083 673 3067