



Ruby River Resort

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 and assistance...

About Us:

We are situated on a 45 hectare, fenced property with approximately 2km's river-front, 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...
- Resort based quad trails – bring own quad – Rules do apply – Utility Quads only.
- Conference venues – 40 - 150 delegates
- Fishing – River Bass, Carp, Kurper, Catfish etc.. (Catch and Release)
- Canoe / Kayaking on the Olifants River
- River Bank terrace games – Putt – Putt, Mountain Biking
- Games room with Pool table, Tennis table, Wall Climbing, Water Slide etc..
- Paintball – For larger groups booking essential
- Chapel for wedding ceremonies seating up to 120 guests.
- Wedding / Function Hall with restrooms / Bar / Scullery
- Events and Occasional LIVE entertainment – Follow us on Facebook for details...

Banking Details: Ruby River Resort CC

Absa Cheque Acc: 4066 245 581

Branch Code: 334-350

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Mpumalanga

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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...)
The area in front of the two accommodations and the Bike & Barrel restaurant is out of bounds for quads. Quad Bikes R50.00 per Quad per day
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 Management 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, only 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 water's 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...!)

Important

Ruby River Resort Management reserves the right to act against any person / persons not adhering to our Code of Conduct

In the event of guests being asked to vacate accommodation or leave the resort due to drunkenness, disturbances or disruptive behaviour, NO REFUNDS or deposits whatsoever will be applicable.

ACCOMMODATION – ADDITIONAL INFORMATION

Important

- Check in time is from 14h00
- Check out no later than 10h00 on day of departure – Failure to do so might result in an extra night's accommodation charge – Late departure can be arranged on Sundays only – Subject to availability and no arrivals
- The resort gate closes at 23h00 – Plan accordingly
- All tariffs may change without prior notice
- Children under the age of 2 stay free of charge at our Camping Grounds
- Pensioners (55+) receive a 10% discount for mid – week stay – OUT OF SEASON ONLY!!! ☐
R20 per day will be charged for more than one vehicle per booking

RUBY ACCOMMODATION RATES

RATE PER NIGHT

Chalet	Bedding Arrangement	Packs	Mid-week	Weekends	High – Season	Type
Topaz	1 x Double Non self-catering	1 – 2	R380	R660	R810	Chalet
Garnet	2 x Single	1 – 2	R380	R660	R810	Chalet
Tanzanite	1 x Double	1 – 2	R380	R660	R810	Chalet
Kameeldoring	1 x Double	1 – 2	R660	R890	R1000	Chalet
Emerald	1 x Double	1 – 2	R660	R770	R890	Chalet
Opal	1 x Double Spa Bath	1 – 2	R660	R950	R1070	Chalet
Embuia	1 x Double	1 – 2	R660	R890	R1000	Chalet
Tiger Eye	1 x Double Spa Bath Air Conditioner	1 – 2	R660	R1100	R1240	River Front Cabana
Ruby	1 x Double Air Conditioner	1 – 2	R660	R1000	R1110	River Front Cabana
Moonstone	1 x Double Spa Bath Air Conditioner	1- 2	R770	R1160	R1450	River Front Cabana
Hak & Steek	1 x Double 2 x Single	1 – 4	R830	R1120	R1360	Log Cabin
Wag n Bietjie	1 x Double 2 x Single	1 – 4	R830	R1120	R1360	Log Cabin
Jasper	1 x Double 2 x Single	1 – 4	R660	R890	R1000	Chalet
Chrystal	1 x Double 2 x Single	1 – 4	R660	R890	R1000	Chalet
Maroela	1 x Double 2 x Single	1 – 4	R660	R1190	R1370	Chalet

2 x Luxury Safari Tents Kiaathout & Rooshout,	1 x Double 2 x Single	1 – 4	R550	R890	R1000	Safari Tent
Cedarwood	1 x Double 2 x Single	1 – 4	R450	R880	R940	Chalet
2 x A- Frames Gwarriebos, Sekelbos	1 x Double 2 x Single	1 – 4	R660	R890	R1000	A - Frame
Amethyst	1 x Double 2 x Single Air Conditioner	1 – 4	R770	R1180	R1470	River Front Cabana
Onyx	2 x Double Spa Bath	1 – 4	R880	R1430	R1540	River Front Cabana
Zircon	2 x Double	1 - 4	R660	R1070	R1370	River Front Cabana
Pearl	2 x Double	1 – 4	R770	R1320	R1420	River Cabana
Diamond	1 x King Size 3 x Single	1 – 5	R770	R1380	R1660	Chalet
Mooier More	1 x King Size 3 x Single Air Conditioner/Spa	1 – 5	R1100	R1710	R1950	Chalet
Jade	1 x King Size 3 x Single Air Conditioner Spa Bath	1 – 5	R1100	R1600	R1770	Chalet
4 x Luxury Safari Tents	1 x Double 2 x Single	1 – 6	R825	R1010	R1190	Safari Tent
Tamboti,Boekenhout,Peacanwood,Milk wood	1 x Bunk					
Apiesdoring	1 x Double 5 x Single/	1 – 7	R1320	R1720	R1870	House
Hi-Te- Te	4 x Double	1 - 8	R1100	R1760	R2090	House
Sapphire	2 x Double 6 x Single	1 – 10	R880	R1650	R1840	Chalet

CAMPING	MID – WEEK	WEEKEND	HIGH SEASON
Adult per Night	R85.00	R100.00	R130.00
Child per Night	R50.00	R65.00	R75.00

Name	No Of Persons	Bath	Shower	Patio/Deck	Outside Bath	W-Chair Access	River View	Fire Place	BBQ Facility	DSTV	Jacuzzi/Spa Bath	Self – Catering
Topaz	1-2	X	√	X	X	√	X	X	X	√	X	X
Garnet	1-2	X	√	X	X	√	X	X	X	√	X	X
Tanzanite	1-2	X	√	X	X	√	X	X	X	√	X	X
Kameeldoring	1-2	√	√	√	X	X	X	X	√	√	X	√
Emerald	1-2	√	X	√	X	X	X	X	√	√	X	√
Opel	1-2	√	X	√	X	X	X	√	√	√	√	√
Embuia	1-2	√	√	√	X	X	√	X	√	X	X	√
Tiger Eye	1-2	√	X	√	√	√	√	√	√	√	√	√
Ruby	1-2	√	√	√	X	X	√	X	√	√	X	√
Moonstone	1-2	X	√	√	√	X	√	√	√	√	√	√
Hak & Steek	1-4	√	√	√	X	X	X	X	√	X	X	√
Wag n Bietjie	1-4	√	√	√	X	X	X	X	√	X	X	√
Jasper	1-4	√	X	√	X	X	√	X	√	X	X	√
Crystal	1-4	√	X	√	X	X	√	X	√	X	X	√
Maroela	1-4	X	√	√	X	X	X	X	√	X	X	√
2 x Luxury Safari Tent	1-4	X	√	√	√	√	√	X	√	X	X	√
Cedarwood	1-4	X	√	√	√	X	√	X	√	X	X	√
2 x A- Frame	1-4	X	√	√	X	√	X	X	√	X	X	√
Amethyst	1-4	X	√	√	X	√	X	√	√	√	X	√
Onyx	1-4	X	√	√	X	X	√	√	√	√	√	√
Zircon	1-4	√	X	X	X	X	½	√	√	√	X	√
Pearl	1-4	X	√	√	X	X	√	√	√	√	X	√
Diamond	1-5	√	√	√	X	X	√	X	√	X	X	√
Mooier More	1-5	√	√	√	X	√	√	√	√	√	√	√
Jade	1-5	√	√	√	X	√	√	√	√	X	√	√
4 x Luxury Safari Tent	1-6	X	√	√	√	√	√	X	√	X	X	√
Apiesdoring	1-7	√	√	√	X	X	√	√	√	√	√	√
Sapphire	1-10	√	√	√	X	√	√	X	√	X	X	√

FACILITIES MATRIX

CONDITIONS OF PAYMENT

- Your booking is only “Confirmed” once 50% deposit has been made and Proof of Payment received (See Cancellation Policy)
- For camper/ Caravans Full Payment is required.
- 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 R200.00 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 money paid would apply.
- Cancellation before 60 days prior to check in date - 75% refund of money would apply.
- Cancellation before 30 Days prior to check in date – 50% refund of money would apply.
- Cancellation between 10 – 3 days prior to check in date – 100% cancellation fee would apply.
- Bookings made within 3 days prior to 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 Visitor fee will apply as normal.
- Day visitors may make use of our BBQ facilities (If Available), Camping ground pools, Adventure Centre, fishing and the Bike & Barrel Restaurant.
- 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 colour coded Day Visitors bracelet displayed on your wrist will result in you having to pay the entrance fee again. (Must be handed in at reception upon leaving the resort, failure to present a bracelet will result in paying another day visitors fee)