

# Rules at the Pond

Neither Oatlands @ Froggy Pond Resort nor Destibiz (Pty) Ltd or the City of Cape Town will accept any responsibility for the damage to or loss of property, injury or death of someone incurred during a visit or stay at the resort. The aforementioned entities will not be liable for any actions, proceedings or claims arising from any damages, loss, injuries or death.

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**We respectfully request that you adhere to the following rules:**

## **NOISE**

Froggy Pond is situated in a scenic, serene, residential area of Simon's Town. We have a responsibility to our neighbours, our community, the environment and our guests to uphold this serenity. We therefore have a **ZERO TOLERANCE** attitude toward ANY **LOUD NOISE** including but not limited to: excessive revving of any motor vehicle, talking loudly, screaming, shouting or loud music. **NO SPEAKERS TO BE USED! NO** Music will be allowed after 22h30 (10:30pm) at all. After the 3rd complaint YOU will be asked to leave and forfeit the rest of your stay with NO refund.

**NO** misbehaviour, public indecency, public intoxication, walking around with alcohol or the use of drugs will be tolerated. Froggy Pond is a family orientated resort and therefore many children frequent our establishment. Please respect our rules, our staff, your neighbours and the environment. **WE WILL NOT TOLERATE ANY FORM OF RACISM AND OR RACIST REMARKS!**

## **VISITORS**

**NO visitors are allowed!** We allow one car per cabin/ bungalow. Extra cars to be parked in the parking lot next to the office. When being picked up – please meet your driver at the office as the vehicle will not be allowed to enter further than the office.

## **CABINS**

No smoking is allowed inside the bungalows, cabins or cottages - fines will be imposed for transgressions.

Cutlery and crockery etc. must be cleaned before departure or a fee will be imposed. Chalets are NOT serviced during your stay. Should you require this service please let the office, know (This will attract an additional cost) Please ensure that the chalet is left in the same condition as when you arrived. (Bedding folded up, all used dishes washed and packed away, floor swept and all papers and rubbish in the bins. Beds are not to be moved around. Mattresses are not to be removed from the base. The equipment is not to be used for anything other than what it is intended for.

**REPORT ANY DAMAGE** to your accommodation promptly. Upon collection of room keys, each guest shall check and report to the Resort Manager of any missing or damaged item(s) immediately. Otherwise, it will be assumed that all furniture/equipment in the room is in good order. Guests will be responsible for any loss or damage thereafter. Each chalet has an inventory list. No items must be removed from the chalet to be used in another chalet or outside.

**NO** climbing through the windows. **NO** walking on the white fence in front of the chalets. **DO NOT** pull the white poles out or hang on them.

Guests shall remove all their belongings from the rooms **once they have checked out**; failing which, the Resort Manager will remove their belongings without any liability.

## GENERAL

All fees are payable strictly in advance.

**Do not leave any fires unattended and please put out the fire when your braai (BBQ) is done.** The mountainous surroundings are prone to veldfires. Be vigilant! Due to the fire risk, you're not allowed any items which may have a naked flame or produce heat, for example, **candles and oil lamps, etc.** The Fire Extinguisher is only to be used in cases of emergency. Should this be tampered with in any way there is a penalty fee of R500.00 payable per extinguisher.

Caravans, vehicles and any other equipment must be insured by the guest. Caravans must have their own fire extinguisher.

Should you make use of the conference facility for a social event (by prior arrangement only), we will allow no activity/noise after 10pm. If you stay longer than the agreed time, you will be charged a fee of a **R1 000 per hour.**

Use only the minimal amount of electricity required. Please switch off all lights and electrical appliances while not in use or when you leave the room.

Water should be used sparingly. Please report any leaks to the Resort Manager as soon as they are noticed.  
Dump rubbish (including food uneaten or stale) in the dust bins provided.

**PAY FOR ANY DAMAGES** that you cause, either through negligence, deliberate act or accident. You will also be charged for any damages that may be caused within an area over which you have sole or joint control, if the person who has caused the damage cannot be identified. Guests will be liable for the costs incurred by Froggy Pond Resort in replacing the loss of keys and change of the door lockset or damage to the door lockset.

We cannot be held responsible for any losses that you may incur whilst residing in our buildings. In light of this, **PLEASE KEEP YOUR CABIN/CARAVAN/TENT LOCKED AT ALL TIMES** and ensure that the windows are fully closed when you are not present in your room. The key for your cabin/ablution must never be given or lent to any other person.

## POOL

**The operating hours of our pool are from 08:30 – 20:00.** ALL children under the age of 15 MUST be accompanied by an adult when visiting the pool. Should they be found without an adult present, they will be sent away from the pool.

**No drinking alcohol at the pool.** No braaing at the pool area. Please be considerate to the other people using the pool area by keeping it clean. **No glass containers inside pool area.**

**We appreciate your cooperation. Enjoy your stay with us.**

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**The refundable breakage deposit will only be paid back into your bank account.  
Any/all additional costs/fees/fines will be offset against it.**

**Check in time: 14H00**

**Check out time: 10H00**



**By agreeing to the above terms, please sign below before check-in:**

Signature: \_\_\_\_\_ ID No: \_\_\_\_\_ Date: \_\_\_\_\_