



Welcome to Dimalachite River Lodge.

Resort Rules, Regulations, and Indemnity

Essential Information and Standard Trading Conditions:

Welcome

Welcome to Dimalachite River Lodge. We hope you enjoy your stay with us and make the most of the tranquil environment and exciting activities available.

Standard Trading Conditions

Required Minimum Nights:

- Midweek (Out of Season): A minimum stay of one night is required.
- In Season (Weekends): A minimum stay of two nights is required.
- Long Weekends/School Holidays (Peak Season): The minimum number of nights required will depend on the specific holiday and the booking system's requirements. The minimum stay will be stated at the time of booking.

Arrival and Check-In Information:

- Weekdays (Monday to Thursday): Check-in is permitted from 14:00 to 17:00.
- Weekends (Friday to Saturday): Check-in is from 14:00 to 18:00.
- Sundays: On normal weekends, reception and the shop close at 12:00. If you are due to arrive on a Sunday, you will be contacted before closing to make check-in arrangements.
- Arrival After Closing Time: If you arrive after reception has closed, you must report to reception by 09:00 the following morning to complete the necessary administration.
- Outstanding Balance on Late Arrival: Should you have an outstanding balance and arrive after closing time, you are required to make payment by EFT before closing and provide proof of payment.
- Early Check-In: Contact reception by 16:00 on the day prior to arrival to confirm if early check-in is possible. Early check-in cannot be arranged before this stipulated time.
- Early Access: Early entry to the resort before 14:00 is available at a cost of R200 per vehicle. Early access permits entry to the resort grounds, but accommodation check-in remains at 14:00. For camping sites, early access is only possible if the site is available; otherwise, early entry is limited to resort grounds.
- Winter Operating Hours: Please confirm winter hours with reception.

Departure and Check-Out:

- Units: Check-out is strictly at 11:00 to allow for cleaning. Guests may remain at the resort until 17:00.

- Camping Sites: Check-out is at 13:00. If no subsequent booking exists, guests may stay until 17:00. Confirm late check-out with reception.
- No Refunds for Early Departure: No credits or refunds will be given for early departure.

Booking Confirmation and Payments:

- Camping & Accommodation (Single Booking): A 50% deposit is required within 24 hours of making a booking.
- River Rafting: 100% payment must be made within 24 hours of booking.
- Group Bookings: Payments are coordinated through the group organiser. Each family pays the organiser, who then pays Dimalachite. A 50% deposit is needed within 24 hours of booking, and if rafting is included, 100% payment for rafting must form part of the deposit.
- Short Notice Bookings: Payment is required within 1 hour.
- Proof of Payment: Email proof of payment (POP) personally to Maryke@dimalachite.co.za. The POP must include the booking reference, amount, date, and confirmation of payment. SMS or copy-and-paste emails are not accepted. Failure to pay by the due date will result in cancellation.
- Final Payment: For single bookings, final payment can be made on arrival. If arriving after office hours, payment and POP must be submitted before closing. For group bookings, final payment is due seven days before arrival. Group size changes are only allowed up to seven days before arrival, after which full payment is due. Cancellations are subject to the standard policy.

River Rafting: Mild to Wild / Gate to Dome:

- Seats Booked: Seats for rafting are confirmed only upon payment. To add guests, check availability with reception before making payment. No extra guests are accommodated without prior arrangement.
- Arrival: Each rafting booking includes a set time slot that cannot be changed. Arrive 30 minutes before your session for check-in. Late arrivals forfeit their session and are not refunded.
- Access: Rafters can access the resort before and after the session as day visitors. Non-rafters must pay the day visitor fee; enquire at reception.
- Duration: Session length varies based on group size and water level: Mild to Wild is about 4 hours (7km, 9 rapids); Gate to Dome is about 1.5 hours (3km, 1 rapid).
- Weather: Sessions are confirmed up to two hours before departure under uncertain conditions (e.g., possible thunderstorms). Sessions proceed in rain unless conditions worsen; delays of up to one hour may occur. If the session cannot proceed, a credit for a future date will be issued.
- Payment Failure: Rafting is popular with limited availability. Bookings without payment will be cancelled.
- Tipping: Tips for river guides are not permitted directly. If you wish to tip, do so at reception, where management will distribute equally among guides.

Day Visitors:

Day visitors are welcome at the resort. Please contact reception for current tariffs and available visiting times. On arrival, a refundable cash deposit is required and will be returned at check-out, provided guests report by closing time. Failure to check out or return the required permit will result in forfeiture of the deposit.

Accommodation Details:

- Lodges & Chalets: Units include all linen, duvets, crockery, cutlery, a fan (roof or portable), dish-washing liquid and cloths, mini bottles of dishwashing liquid and room spray (not to be taken home), one roll of toilet paper, an outside braai area, and an ashtray (use outside only; smoking inside units is not permitted). Bath and Swim towels are not provided.
- Cleaning Service: No cleaning service is offered during your stay. For stays longer than four nights, new linen are provided.
- TV: Only Lodge 1-5 and Zebra 7 feature a TV with OVHD (Open View) decoder.
- Key/Breakage Deposit: A refundable deposit is required for bookings of more than one-unit, exceeding unit capacity (by special arrangement), or booking a unit with a camping site for guests. The deposit is refunded within seven working days upon receipt of banking details, provided all conditions are met (no damage, units tidy, rules followed).

Camping Information:

- River Front Fishing Sites: Only breathable mesh ground sheets are permitted.
- River Front Non-Fishing Sites: Camps must be set up within the site boundaries; otherwise, a move may be required.
- 2nd Row Non-Fishing Sites: Each site is 10m x 10m, includes electricity and a braai, and most are under trees (confirm with reception).
- Changing Sites: If you wish to change your site on arrival, confirm availability. Otherwise, you may be required to move if another guest arrives for that site.
- Shade: Fishing sites are directly on the river with limited natural shade—bring a gazebo. Non-fishing riverfront sites have no shade; bring gazebos. 2nd row sites are usually shaded.
- Ablution Blocks: Please keep ablution facilities tidy for everyone's use.
- Fishing and Non-Fishing Sites: Non-fishing sites do not permit fishing; no fishing area will be allocated upon arrival. All camping sites are specifically designated.
- Site Changes: The resort reserves the right to move your camping site to a similar site if necessary.

Fishing Rules:

- Catch and Release: Fishing is permitted on a catch-and-release basis only.
- Respect Neighbours: Utilise designated fishing areas and respect fellow guests.
- Safety: The riverbank may be steep, especially at Kiewiet camp; a long-handled landing net is advisable. Handle fish with care.
- Shared and Private Fishing Sites: Four shared sites are available for unit guests and must be shared; exclusive use is not allowed. Private sites are available for a fee and subject to availability (contact reception). The distance from unit to site varies (60–250m).

Acts of Nature:

Dimalachite is not liable for adverse weather before or during your stay. If you wish to cancel due to weather, the standard cancellation policy applies.

Postponements and Cancellations:

- Postponement: Bookings cannot be postponed. If unable to proceed, you must cancel. The lodge will attempt to find a replacement booking. If successful, a credit may be issued (less a postponement fee, and new bookings are subject to new minimum nights and tariffs). If no replacement is found, any payments made will be forfeited.
- Cancellation Procedure: Cancellations must be emailed to Maryke@dimalachite.co.za with the reason for cancellation. The cancellation date is the date the notice is received, and confirmation will be sent in reply. An admin fee applies to all cancellations.
- Refund Policy:
 - 60 days or more before arrival: 95% refund
 - 50–59 days: 75% refund
 - 40–49 days: 50% refund
 - 30–39 days: 25% refund
 - Less than 30 days: No refund
 - Short notice booking cancellations are not refundable.

Reception and Kiosk:

The resort shop at reception stocks essentials such as wood, ice, charcoal, cold drinks, sweets, and fishing bait. Its operating hours are the same as reception:

- Monday–Thursday: 08:00–17:00
- Friday–Saturday: 08:00–18:00 (winter: until 17:00)
- Sunday: 08:00–12:00

Cash payments are preferred; cards are accepted for purchases over R10.

Activities:

- Boat Rental: Boats used for rafting may be rented if available. Rafting bookings take priority. Boats can be rented for full or half days, subject to availability.
- Put-Put: Bookings are made per game (9 holes). Return the putter to reception after use. Only one game per booking; book again to replay. Personal putters and balls are not allowed.
- Paintball Target Shooting: Each session includes 50 balls and is facilitated by staff. Personal paintball equipment is not permitted.
- Self-Drive Game Drive: Available for suitable vehicles (SUV style). Permits are valid for a day and allow unlimited drives until sundown.
- Trampolines: Located next to the put-put course. Older children should not jump together on one mat.
- Jungle Gym: Suitable for young children up to primary school age.
- Garden Chess: Located at reception, available at any time. Chess pieces must remain at the station.
- Swimming Pool & Splash Pool: The resort offers a cold-water swimming pool, a slide, a built-in cold water jacuzzi, and a splash pool. Glassware is not allowed in the pool area. Children must not climb on the jacuzzi roof. Pool use is at your own risk; parental or guardian supervision is required for children.

School and Corporate Groups:

Dimalachite caters for school and corporate groups. Guests will be informed of scheduled group stays. Noise levels are kept to a minimum, although some activities may include music for up to 30 minutes during the day. Campers are advised to book at Visarend camp if large groups are present.

Buildings, Equipment, and Facilities:

All units, ablution facilities, communal buildings, and amenities should be treated with care and respect during your stay. Participation in activities and use of facilities are at your own risk.

Resort Regulations:

Please ensure that all members of your group are aware of the following resort regulations:

- Failure to comply with the rules and regulations of Dimalachite will result in removal from the premises without refund.
- The right of admission is reserved.

Prohibited Activities and Conduct:

- No Music and No Noise: Enjoy the natural environment and respect your neighbours. No music is allowed at the resort.
- No Pets Allowed: Pets, especially dogs, are not permitted under any circumstances, to protect local wildlife. Entry will be denied to anyone arriving with a pet, and the booking will be forfeited without refund. A R1000 fine applies if a pet is discovered during your stay.
- No Removal of Unit Equipment: Equipment provided in units may not be removed or transferred to other chalets or campsites. Campers must bring their own equipment.
- Braai and Bonfires: Fires are only permitted in designated areas. Do not make fires on the ground, grass, or in dustbins. Do not collect wood from the field or damage trees for firewood. Fires must always be attended to and properly extinguished.
- Speed Limit: The speed limit within the resort is 20 km/h. Drive carefully and be mindful of children and wildlife.
- No Swimming in the River: Swimming in the river is not allowed.
- Supervision of Children: Parents or guardians must always supervise small children, including in ablution facilities, play areas, swimming pools, and throughout the resort.
- Borders: Remain within the resort boundaries. Do not enter neighbouring properties or cross fences; trespassing is a serious offence.
- No Marijuana: Possession or use of marijuana in any form is strictly prohibited. Offenders will be required to leave immediately.
- No Feeding the Monkeys: Monkeys are wild animals and may be dangerous. Dimalachite is not responsible for injuries or loss caused by monkeys. Keep personal belongings secure.
- Fishing: Catch-and-release only. Keep nets are not allowed. Guests found keeping fish will forfeit their booking and receive no refund.
- No Smoking in Units: Smoking is not permitted inside accommodation units.
- No Firearms or Fireworks: Firearms and fireworks are strictly prohibited.

Indemnity:

Acknowledgement of and Consent to Risk – Exclusion of Liability and Indemnity

By participating in any activities offered by Dimalachite Partnership on the premises, you acknowledge and accept the inherent and incidental risks associated with such activities. You are required to familiarise yourself with the nature and risks of these activities before participating.

By signing the relevant documentation, you confirm and warrant that you understand and consent to these risks and any others that may arise from visiting and participating in activities at the resort. This consent is given freely and voluntarily, and you affirm that you can make your own decisions.

You confirm that you have full knowledge and awareness of the potential harm and risks associated with these activities. Accordingly, you indemnify and hold blameless Dimalachite Partnership, its partners, employees, and the landowner against any harm or damages to yourself or your property resulting from any act or omission by Dimalachite, its partners, employees, the landowner, or any other participants, visitors, or members of the public, or any other cause arising from participation in resort activities or visiting Dimalachite Parys.

By accepting your booking, you also waive any right to bring claims against Dimalachite Partnership, its partners, employees, or the landowner for any damages, regardless of cause.

This indemnity also applies to claims brought by your estate, trustees, beneficiaries, dependents, or any other persons entitled to institute proceedings on your behalf.

No variation to this agreement is valid unless it is in writing and accepted by Dimalachite Parys.

All conditions, waivers, and acceptances contained herein apply to yourself as well as any minor children for whom you are a custodian or guardian.

Enjoy your stay at Dimalachite!

Kind regards,

Dimalachite Management