

Booking Terms

Terms applying to direct bookings with Nardouw

Version 1.0 | Effective 13 September 2026

These Booking Terms apply to direct bookings made with Nardouw. By confirming a booking, the guest agrees to these Booking Terms, the Nardouw House Rules, and any reasonable safety instructions communicated before or during the stay.

1. Bookings and payment

Once a booking request has been made, the guest has 24 hours to pay a 50% deposit of the total booking amount and provide proof of payment to Nardouw.

The booking dates are only secured once the required 50% deposit and proof of payment have been received. Until then, the dates remain provisional.

If proof of payment is not received within 24 hours, Nardouw reserves the right to release the dates without further notice.

The remaining 50% balance is due 7 days before arrival.

For bookings made within 7 days of arrival, the full booking amount must be paid and proof of payment provided within 24 hours in order to secure the booking.

Direct booking payments are made by electronic bank transfer (EFT) using the banking details supplied privately by Nardouw. Guests should not send banking passwords, PINs or other authentication credentials to Nardouw.

IMPORTANT - PLEASE READ BEFORE PAYMENT

Nardouw is situated in a remote natural environment and certain activities and facilities involve inherent risks. Please read the Nardouw Guest Indemnity, Assumption of Risk & Acknowledgement and the House Rules before making payment. By paying the booking deposit or full booking amount, the guest confirms that they have been given access to the Booking Terms, House Rules and Guest Indemnity and have had a reasonable opportunity to read them before confirming the booking.

2. Cancellation by the guest

Guests may cancel their booking free of charge 7 or more calendar days before the scheduled arrival date.

If a booking is cancelled less than 7 calendar days before arrival, Nardouw will ordinarily retain the 50% booking deposit as a cancellation charge, provided that the charge is reasonable in the circumstances and permitted by applicable law.

In determining an appropriate cancellation charge, Nardouw may take into account the amount of notice provided, the nature of the booking, the reasonable opportunity to secure an alternative booking for the cancelled dates, and other relevant circumstances.

Any amount paid over and above the applicable cancellation charge will be refunded.

No cancellation charge will be imposed where the guest is unable to honour the booking because of the death or hospitalisation of the person for whom, or for whose benefit, the booking was made, where required by law.

Cancellation requests should be communicated to Nardouw as soon as possible.

3. No-shows

If a guest does not arrive for a confirmed booking and has not cancelled beforehand, all payments made for the booking are non-refundable.

Nardouw may, at its discretion and as a gesture of goodwill, offer a travel credit where the guest makes contact and the circumstances reasonably justify it.

Any travel credit is not guaranteed, does not create an entitlement to a refund or future credit, and may be subject to availability and any conditions communicated by Nardouw.

4. Early departure

If a guest chooses to leave before the booked departure date, no refund is due for any unused nights.

Nardouw may, at its discretion and as a gesture of goodwill, offer a travel credit for some or all of the unused nights where the guest makes contact and the circumstances reasonably justify it.

Any travel credit is not guaranteed, may be subject to availability and any conditions communicated by Nardouw, and does not create an entitlement to a refund or future credit.

5. Cancellation or changes by Nardouw

If Nardouw is unable to honour a confirmed booking for reasons within its reasonable control, any payment received for accommodation that cannot be provided will be refunded.

If circumstances outside Nardouw's reasonable control affect or prevent the stay, Nardouw will communicate with the guest as soon as reasonably possible and deal with the situation fairly based on the circumstances.

Where appropriate, Nardouw may offer alternative dates, a travel credit or a refund for accommodation that cannot be provided.

6. Occupancy and guests

Nardouw accommodates a maximum of 2 adult guests.

Children and pets are not permitted.

Only registered guests may stay overnight.

Daytime visitors, parties, events or gatherings are permitted only if arranged in advance and approved by Nardouw.

Guests remain responsible for the conduct of any approved visitors while they are on the property.

7. Check-in and check-out

Check-in: from 16:00

Check-out: by 10:00

Guests who would prefer an earlier check-in or later check-out should contact Nardouw in advance. Alternative times are subject to availability and are not guaranteed.

Guests are requested to let Nardouw know their expected arrival time where possible.

8. House Rules and use of the property

Guests agree to comply with the current Nardouw House Rules and any reasonable safety instructions communicated by Nardouw before or during the stay.

Guests are welcome to explore the property and use the available walking, cycling and bouldering areas at their own discretion.

Use of the wider property and participation in outdoor activities are subject to the Nardouw Guest Indemnity, Assumption of Risk & Acknowledgement.

Guests are expected to respect the natural environment, vegetation, wildlife, neighbouring land and any areas marked as restricted or private.

9. Fire and smoking

Because of the high veldfire risk in the Cederberg, guests must comply with the fire and smoking provisions contained in the Nardouw House Rules and with any temporary fire restrictions or safety instructions communicated by Nardouw.

Fires may only be made in the designated braai area and must be kept manageable and under control at all times. Fires, hot coals and embers may not be left unattended and must be safely extinguished before guests leave the area or go to bed.

Smoking and vaping are not permitted inside the cabin or any enclosed area. Smoking is permitted outdoors, on the porch and at the braai area, provided smoking materials are fully extinguished and disposed of safely.

Guests may be held responsible, to the extent permitted by law, for reasonable losses or costs caused by negligent, reckless, unlawful or intentional use of fire or smoking materials, including property damage, firefighting or suppression costs, emergency-response costs, rehabilitation or remediation costs, and third-party claims attributable to the guest's conduct.

10. Damage, breakages and additional cleaning

Guests are expected to take reasonable care of the accommodation, furnishings, equipment, outdoor facilities and surrounding property.

Any damage or breakage should be reported to Nardouw as soon as reasonably possible.

Guests may be held responsible, to the extent permitted by law, for the reasonable cost of repair, replacement, additional cleaning or other losses caused by negligence, misuse, reckless conduct, deliberate conduct or material breach of the House Rules.

Where reasonable, Nardouw may request payment for such costs after providing the guest with details of the damage, loss or additional cleaning involved.

11. Indemnity and assumption of risk

Nardouw is situated in a remote natural environment. Guests may encounter risks associated with wildlife, uneven or rocky terrain, weather conditions, fire, outdoor activities, limited mobile reception and delayed access to emergency assistance.

Each adult guest is required to read the Nardouw Guest Indemnity, Assumption of Risk & Acknowledgement before payment and sign it at or before check-in.

Nothing in these Booking Terms or the indemnity is intended to exclude or limit any right or liability that cannot lawfully be excluded or limited.

12. Contact and operator

Nardouw is operated by Mario Jan Louw.

Email: nardouwcamping@gmail.com

Telephone / WhatsApp: 083 645 8334

Guests should contact Nardouw as soon as reasonably possible if they have questions about a booking, need to request a change, or experience a problem before or during their stay.

13. Rates and booking confirmation

The rate and total booking amount applicable to a stay will be the amount stated in the booking confirmation issued by Nardouw.

A booking remains provisional until the required deposit and proof of payment have been received in accordance with Section 1.

Any agreed changes to the booking, including dates, length of stay or approved extras, may result in a revised total amount. Any revised amount will be communicated to the guest before the change is confirmed.

Special requests are subject to availability and are only guaranteed where Nardouw has confirmed them in writing.

14. Guest conduct and termination of stay

Guests and approved visitors are expected to comply with the Nardouw House Rules, Booking Terms and reasonable safety instructions.

Nardouw may require a guest or visitor to leave the property where there is a serious or repeated breach of these terms, unlawful behaviour, deliberate or reckless damage, or conduct that creates an unreasonable risk to the property, natural environment or safety of others.

Where a stay is terminated because of a guest's material breach or serious misconduct, no refund will ordinarily be due for unused nights, subject to applicable law.

The guest remains responsible for any reasonable loss or damage for which they are legally liable.

15. Complaints and problem resolution

If a guest experiences a problem during their stay, they should notify Nardouw as soon as reasonably possible so that Nardouw has an opportunity to investigate and, where practical, address the issue.

Any complaint that cannot be resolved during the stay should be communicated to Nardouw with sufficient detail to allow the matter to be properly considered.

Nardouw will make reasonable efforts to deal with complaints fairly and promptly.

Nothing in this section limits any consumer right or remedy available under applicable law.

16. Travel insurance

Guests are encouraged to obtain suitable travel insurance for their stay.

Depending on their circumstances, this may include cover for cancellation, illness, travel disruption, medical emergencies, personal belongings and participation in outdoor activities.

The availability or scope of a guest's insurance does not affect any rights or responsibilities that cannot lawfully be excluded.

17. Governing law and severability

These Booking Terms are governed by the laws of the Republic of South Africa.

Nothing in these terms is intended to exclude or limit any right or protection that cannot lawfully be excluded or limited.

If any provision of these Booking Terms is found to be invalid or unenforceable, that provision will be treated as severable to the extent necessary, and the remaining provisions will continue to apply.

18. Bookings made through third-party platforms

These Booking Terms govern direct bookings made with Nardouw.

Where a booking is made through a third-party platform such as Airbnb, Booking.com or LekkeSlaap, that platform's payment, cancellation and transaction conditions will apply where they differ from the direct-booking provisions in these Booking Terms.

The Nardouw House Rules, guest-safety requirements and Guest Indemnity, Assumption of Risk & Acknowledgement continue to apply to the stay unless applicable law requires otherwise.