

Legal & Guest Information

Website, booking and electronic transaction information

Version 1.0 | Effective 13 September 2026

This page provides important information about Nardouw, direct bookings, guest terms and the legal documents that apply when using this website or booking a stay.

Business information

Trading name: Nardouw

Operator: Mario Jan Louw

Legal status: Sole Proprietorship

Physical address: Nardouw Farm, Clanwilliam, 8135, Western Cape, South Africa

Postal address: P.O. Box 60, Clanwilliam, 8135, South Africa

Telephone / WhatsApp: 083 645 8334

Email: nardouwcamping@gmail.com

Website: www.nardouw.co.za

Information Officer: Mario Jan Louw

Information Regulator registration number: 2026-066604

Address for service of legal documents: Nardouw Farm, Clanwilliam, 8135, Western Cape, South Africa

Accommodation services

Nardouw provides self-catering accommodation for a maximum of 2 adult guests in the Cederberg, Western Cape.

The facilities, accommodation features and activities available at Nardouw are described on this website. Availability is subject to the dates requested and confirmation by Nardouw.

Accommodation services are provided for the specific arrival and departure dates confirmed in the guest's booking.

Rates and total booking price

The rate applicable to a direct booking and the full total price will be provided to the guest before the booking is confirmed.

The booking confirmation will identify the accommodation dates, booking amount and any additional charges agreed with the guest.

No additional charge will be added without being disclosed or agreed where required.

Booking and payment

For direct bookings, guests have 24 hours after making a booking request to pay the required amount and provide proof of payment.

For bookings made more than 7 days before arrival, a 50% deposit is required to secure the dates and 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 supplied within 24 hours to secure the booking.

The dates remain provisional until the required payment and proof of payment have been received.

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.

Reviewing your booking before payment

Before payment is made, Nardouw will provide or confirm the relevant booking details so that the guest has an opportunity to check the dates, guest information, price and applicable terms and request correction of any errors.

Guests will also be given access to the Booking Terms, House Rules and Guest Indemnity before paying the booking deposit.

By making payment, the guest confirms that they have been given a reasonable opportunity to review their booking information and the applicable guest documentation.

Booking records

Guests will receive written or electronic confirmation of their direct booking.

Booking confirmations, correspondence and the applicable terms may be saved, printed or downloaded by the guest for their own records.

Guests may request a copy of their booking confirmation or relevant booking information from Nardouw where reasonably necessary.

Cancellation and refunds

Nardouw's cancellation, refund, no-show and early-departure policies are set out in the Nardouw Booking Terms.

In summary, guests may cancel free of charge 7 or more calendar days before arrival. A cancellation made less than 7 calendar days before arrival is subject to the cancellation provisions and applicable law contained in the Booking Terms.

The full Booking Terms govern if there is any difference between this summary and the detailed terms.

Third-party booking platforms

The direct-booking payment and cancellation provisions on this page apply to bookings made directly 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 apply where they differ from Nardouw's direct-booking provisions.

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.

Privacy and security

Personal information submitted through the website or supplied in connection with a booking is handled in accordance with the Nardouw Privacy Notice.

Nardouw does not sell guest personal information.

Website enquiry submissions currently use FormSubmit, and the website is hosted through GitHub Pages. Relevant information may therefore be processed by third-party technology providers as explained in the Privacy Notice and PAIA Manual.

Direct payment banking details will be supplied privately rather than displayed publicly on the website.

Complaints and enquiries

Guests should contact Nardouw as soon as reasonably possible if they have a booking query, complaint or problem so that the matter can be investigated and, where practical, resolved.

Email: nardouwcamping@gmail.com

Telephone / WhatsApp: 083 645 8334

Nardouw does not currently subscribe to a separate private alternative-dispute-resolution code.

Nothing in Nardouw's terms limits any right or remedy available to a consumer under applicable South African law.

Industry memberships and codes

Nardouw does not currently claim membership of any self-regulatory or accreditation body and does not subscribe to an industry code of conduct requiring separate disclosure.

If that changes, this page will be updated.

Applicable law

Nardouw operates in South Africa and direct bookings are governed by the laws of the Republic of South Africa, subject to rights and protections that cannot lawfully be excluded.

The general ECTA cooling-off right does not apply to accommodation services provided on a specific date or during a specific period. Nardouw's agreed cancellation policy and applicable consumer law continue to apply.

Guest documents

Booking Terms: Payment, cancellation, occupancy, damage, fire, complaints and other terms applying to direct bookings.

House Rules: Practical rules applying during a stay at Nardouw.

Guest Indemnity, Assumption of Risk & Acknowledgement: Important information concerning the remote natural environment, outdoor activities and guest responsibilities. Guests are given access to this document before payment, and each adult guest signs it at or before check-in.

Privacy Notice: Explains how Nardouw collects, uses, stores and shares personal information.

PAIA Manual: Explains how access to records held by Nardouw may be requested and contains information required under PAIA and POPIA.

All of these documents will be available electronically from the website so guests can retain or reproduce them.