

ROCKY RIDGE ESTATE ROAD SAFETY CENTRE

Plot 944 / Kameeldrift-East / Pretoria/ 082 5666 360 / www.rockyridgeestate.co.za



TERMS AND CONDITIONS: EDUCATIONAL SCHOOL VISITS

PAYMENTS:

We prefer EFT payments or tjeks instead of cash payments, from schools. Please make tjeks out to **Rocky Ridge**. Bring signed tjeks BUT do not complete the amount. The staff must firstly confirm the amount due. If a mistake is made on the tjek it will be the school's responsibility to bring a new CORRECT tjek BEFORE the school leaves. It may be a good idea to bring two tjeks for just in case!

ON THE DAY OF YOUR VISIT: FREE ITEMS FOR EACH SCHOOL

FREE ITEMS FOR YOUR GROUP

For teachers:

1x Chair for each teacher ✓

2x coffee or tea for each teacher ✓

For group:

Free spot in garden ✓

Tables for food preparation ✓

Braai facilities (own wood) ✓

Tables for food preparation ✓

Baths for your ice (own ice) ✓

Microwave ✓

Kettle ✓

More fun activities to share with other groups (schools will rotate between the THREE play areas):

Foam pit & slide ✓

Jumping castles ✓

4.75 x 91cm PVC pool ✓

1m x 1m PVC toddler pool (for kids under 3 years of age) ✓

Photo's with Danny Cat ✓

Educational activities:

Danny Cat Road Safety talk together with other groups ✓

Fun activities to SHARE with other groups (if you do not want to share these, you must book it separately and pay for it as an extra, otherwise it is FREE):

LAPAS & HIRED OPTIONAL EXTRAS

- Lapas may not be accessed unless you book and paid for it.
- No extra tables or chairs or any equipment may be taken or used without the staff's knowledge, consent and authorisation and if applicable, paid for it.
- Tablecloths only available if hired.
- A compulsory amount is added for the washing of dishes or linen if you have hired any.
- Sometimes, some schools may receive free items such as jumping castle, tea & coffee for staff and so on – but if it is not listed as such on your invoice, it is NOT FREE.

SECURITY-PLEASE OBEY THESE RULES TO KEEP ALL OUR CHILDREN SAFE!

- All visitors must be counted before/while entering the premises.
- All vehicles must firstly stop on pavement OUTSIDE, next to main gate, with doors AWAY from the road.
- In other words, they must drive past out venue, turn around and come back.
- After off-loading guests, the busses can then be parked INSIDE on the premises.
- The area in front of our venue is strictly used as a drop-off zone only.
- Taxi/bus operators only allowed to be at parking area for the duration of the school outing, unless entrance fee has been paid for them.

GENERAL RULES REGARDING KIDS AND TOYS:

- Adult supervision of learners is always necessary. If you see something that may be harmful to anyone, please converse this to all – especially to the staff on duty. Although we try and maintain all our equipment on a regular basis – anything is always possible. There are LEARNERS playing and they have sometimes the skill to destroy almost anything :-), as well as normal wear- and-tear can result in dangerous situations for them. Please look after your kids!
- So once again - your learners are always YOUR responsibility . Our staff on duty are not trained child minders or teachers and that is not their duty to look after your learners.
- It is the responsibility of the teachers/adults/parents to see that learners do not vandalize property, toys and equipment. You will be held responsible for purposeful breakages. Our toys are of best quality and very expensive.
- No learners/persons over the age of 10 years are allowed to use the wheel toys. One-wheel toy's cost is in the region of R1750 – you WILL pay it if you break it. Please, please obey these simple rules....
- Please do not allow your kids to ride IN the doll prams – they WILL break. Once again you will be liable for breakages.
- Please alert the staff if you see somebody disobeying these rules.
- A breakage fee will be payable for any broken or vandalized equipment and items.

OUR STAFF'S RESPONSIBILITIES

- They must count your learners, parents & teachers when they enter the venue.
- There are always at least two staff members on duty during a visit. Please ask them if you want to know something or need anything.
- The staff is not there to look after your learners. If there is a problem with the learners, they will inform you about it. Please do something about it. That's their job - they get in trouble when the windows or the toys, for example, are broken.

DIRECTIONS

Please ensure that you and your drivers have the printable map to our place available online on our website under the "Contact us" page and on our invoice. You can also type "Rocky Ridge Estate party venue" into GOOGLE maps on your smart phone for directions.

FEES AND BOOKINGS

- A non-refundable deposit is required to confirm a booking. The deposit will be forfeited if the outing is cancelled.
- We will try to move the outing to another day convenient for you and venue if a valid reason is given for not making it on a specific date. We can only move outing within the same year. This will only be done if booking is cancelled well in advance – not within 7 days before A BOOKING date!
- Once a deposit is paid the current version of a booking document will be binding. You cannot cancel orders for décor /party packs after deposit has been paid.
- An 80% non-refundable deposit is needed to confirm an EXCLUSIVE booking (to book the whole venue only FOR YOUR GROUP)
- Final payment is required 1 working days before the visit or on the day of the visit.
- Rocky Ridge Estate retains the right to make more than one reservation/booking at their discretion without any further notice – unless the venue is booked exclusively.
- Entrance fees are applicable to all learners from walking age upwards.
- Prices are subject to change without prior notification.
- The obligation lies with the client to follow up on any price increases through the year.

REFUNDS

- No refunds whatsoever, will be given on any purchases done or monies paid towards outside service providers by Rocky Ridge Estate on request of the client, and as ordered/requested by client.

- NO refunds whatsoever on any catering items.
- No refunds on any deposits paid.
- No refunds for guests not showing.
- No refunds in case of bad weather.
- No refunds in case of an electrical power failure. We do not provide generators in case of a power failure. You are welcome to provide your own generator and fuel.
- No refunds for electrical equipment that cannot be used in case of a power failure.

HIRED ITEMS & FREE ITEMS

- All items quoted on and used remain the property of Rocky Ridge Estate, unless otherwise stated.
- All damaged, lost will be charged according to the replacement or cleaning fees.
- The client will be responsible for all booked items from arriving until leaving the venue.
- It is the client's responsibility to inform the staff that they are leaving, by which time the hired items must be counted and checked by the staff.
- Any items damaged or lost must be paid before leaving the premises.

FREE ITEMS

- Familiarize yourself of what is included in your reservation and what not. Some things like tablecloths are not included.
- There are more items included in the rent of lapas that do not apply to garden bookings. You must let us know which of the free items you want to use - such as microwave oven, etc.

PAYMENT OF INCIDENTALS

- Remember to bring cash for extra things you want to rent, unexpected guests arriving or accidental breakage. Please pay what you owe before you leave the premises.
- Ask the staff on duty for any additional items needed on the day of the visit.

NOISE & DISTURBANCES

- No-one is allowed to be a disturbance to the detriment of any other guest.
- Please consider the fact that we do have neighbours, who can get very upset if there are loud noises or music, cars revving or people screaming in the parking area. Their house is just right next to the parking area.

GENERAL

- Please let us know if anything is not to your satisfaction or broken. We appreciate your feedback - positive feedback too.
- If Heidi - the owner and manager is not there, and something goes wrong and the staff cannot sort it out, you are more than welcome to contact her. That way, the problem may be addressed and sorted out, then and there....
- We look forward to having you and your guests here. Enjoy it, take many photos, and (upload it on our Facebook page, please!) socialize and laugh with your good friends and family and please come back soon!
- Please acknowledge that you have received this TOC letter and that you, your guests and if applicable, your external service providers, will abide to all our rules.

