Bridges
RETREAT CENTRE



Terms & Conditions 2027

Dear Camp Organiser and Guests,

Thank you for your interest in Bridges Retreat Centre. We trust that all the event planning leading up to your stay will go smoothly and that you will thoroughly enjoy your time with us!

Please take note of the important information in this document to ensure that your event goes according to plan.

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What We Offer

Bridges Retreat Centre is situated in the beautiful Franschhoek Valley. Vineyards, olive groves and mountains surround this tranquil 5-hectare property. Our facilities are suitable for conferences, adult retreats, youth camps and school groups, with an overnight capacity of 210 when using both campuses.

Included in our facilities are:

34 Bedrooms (many en-suite) with queen-sized, double, single and bunk beds, all fitted with bedding

Total sleeping capacity of 210 guests if all bunk beds are used and double beds are shared.

Excellent Catering from our experienced team

All cutlery, crockery and washing up

2 Dining Rooms

2 Conference Rooms and 1 Shed/Hall for Meetings

2 Comfortable Lounges,

2 Swimming Pools

Basketball Court, Volleyball Court

Firepit

Soccer Field

Video Projectors, Flipcharts

Wi-Fi for group leaders

Booking Process

1. Confirm the availability of Bridges Retreat Centre on your event dates by emailing office@bridgesretreat.co.za

2. Complete our online booking spreadsheet by clicking here.

1. We'll send you a quotation. Once you've looked over it, let us know if you'd like to accept or make changes to the quotation.

2. We highly recommend that the event organiser visits Bridges for a site tour. Please set up a date and time with us so that we can show you around our facilities.

3. Deposits: On receipt of the invoice, a deposit of 10% of your invoice is required to reserve your place.
   One month before your booking, a 50% of your invoice will be due.
   *If this second installment is not made, we reserve the right to cancel your booking without refunding your deposit.
   3 days before your arrival date, POP for the balance of the invoice must be emailed.

Deposits	
To confirm booking	10 % of invoice
3 months before camp	25% of the invoice
1 month before camp	50% of the invoice
4 days before arrival	100% of the invoice

★ KINDLY NOTE THAT NO CHANGES WILL BE MADE TO THE INVOICE WITHIN 4 WORKING DAYS OF YOUR EVENT.

Two weeks before arrival

Please send us your:

1. Updated numbers
2. Meal choices
3. Arrival and departure times - please notify us if a set up team will arrive earlier than the check-in time at 15:00. Check out time is at 12:00, if the group does not have lunch. If another group is checking in on the same day, we ask that guests remove their belongings from the rooms by 09:00am.

ONE WEEK BEFORE YOUR ARRIVAL

Please ensure that the following information has been sent to us 5 days before your arrival:

1. Your final number of attendees

   Please note: if your final numbers drop below the minimum closer to your event, you will still be liable for the accommodation fee of the minimum group size. For example, if your booking is for 38 guests at the Treehouse Campus, you will need to pay for the minimum of 60 guests.

   If you do not communicate your final numbers within 4 days prior to your event, you will be liable for the amount on the original invoice.
2. Your final arrival and departure times
3. Your camp schedule, so that we know what time your sessions will be. Mealtimes are at: Breakfast - 08:00, Lunch - 12:00/13:00, Supper - 18:00. This is important so that we can make sure your activities don't clash with the other group using our campus.
4. Room Allocation - a list of the rooms that you will be using on the campus. Kindly note that we may assign a certain number of rooms to your group based on your group size.
5. Whether you will require firewood for fire pit. (Extra cost)
6. The POP for the balance of the invoice must be sent to us 3 days before your arrival date. *Please note we will not be making any changes after the final payment has been made.*

If you would like any further information, please feel free to contact our bookings administrator on 076 679 5898 or office@bridgesretreat.co.za

Payments

NB: When making any payment, please reference your invoice number. Send proof of payments to office@bridgesretreat.co.za to ensure that your payment is allocated to your invoice.

Banking Details

Account Name: Bridges

Bank: First National Bank (FNB)

Account Number: 62889566091

Branch Code: 204209

Account Type: Platinum Business Account

Reference: Invoice Number/Organisation Name

Cancellation Policy

- Please take note of our cancellation charges in the table below.
- In the event that BRC needs to cancel your booking due to unforeseen circumstances beyond our control, such as severe weather, power outages, or other emergencies, we will refund all payments made for your event.

Cancellation Charges	
Cancellation >3 months in advance	10% of invoice i.e. loss of your deposit
Cancellation 1-3 months in advance	25% of invoice
Cancellation within 1 month of booking date	50% of invoice
Cancellation within 7 days of booking date	100% of invoice

2027 Price List

(All prices are VAT inclusive)

Standard Rate (minimum two nights) – R615 per person, per night

Includes:

1. Accommodation: Bunk bed including bedding and a pillow, excluding towel

   Note: Vineyard Campus rooms have 1 queen/ double bed per room

2. Catering: including cutlery, crockery and washing up

Extra Accommodation Options

VIP Rooms	R100 extra per room per night
Baobab VIP Room	R47 extra per room per night
Half Day Visitor Use of facilities & 1 meal	R180 per person per day
Full Day Visitor (Breakfast, Lunch, Supper) Use of facilities & 3 meals	R400 per person per day
Early check-in: 9am (if there is no other guest onsite)	R50 per person
Early check-in: 12noon	R20 per person

Check out needs to be at 12:00 on a Sunday afternoon if the guests does not have lunch

Additional Meals

Extra Popular Lunch (1st or final day lunch)	R105 extra
Dessert	R37 per dessert
Extra Snack	R28 extra per snack
Upgrade Popular Meal to Premium	R16 extra per meal
Upgrade Standard meal to Popular	R16 extra per meal
Upgrade Standard lunch to Premium	R31 extra per meal
Upgrade from Popular to Braai Meal	R26 extra per meal

Firewood	R65 per crate
Breakage Deposit Refundable depending on breakages/missing items	R3500 per group

Important Information for Your Stay

Arrival/Departure

Check-in is at 15:00 and check-out is at 12:00.

However, you may be asked to vacate your rooms earlier if we have another group arriving soon after your departure. Please chat to us about your arrival/departure time if you'd like to extend your time here. We will allow this when possible, however there is a fee for arriving early or leaving later than our set times. Check out is at 2pm when having lunch before leaving.

Before leaving the premises, make sure the key to your room is left in the door and remotes or any equipment you borrowed are returned to the person on duty. Please turn off lights, heaters and fans and close all windows.

Booking Shared Facilities

Our shed, field, basketball court, volleyball court and running track are shared spaces. Please provide us with your daily schedule so that we can make sure that there is no overlap if two groups both want to use the space.

Shed usage times are from 9am to 9pm. The shed has a capacity of 160 chairs maximum and up to 200 people sitting on the floor. Please notify us if you are planning on using the shed so that we can set it up for you.

Load Shedding

Please note that electricity is subject to load shedding and sometimes we have *unplanned* electricity outages due to our rural setting. Wi-Fi, lights and electrical appliances will not be available during load shedding periods. However, we do have gas stoves so that meals can still be served according to schedule during load shedding.

Our load shedding area is Wemmershoek (8). Please check the load shedding schedule when planning your camp.

Camp Rules

As the event organiser, please ensure that all applicable guidelines are passed on to your group. We appreciate your help in making sure that our property is well cared for.

Smoking

No smoking allowed inside or near any buildings. This includes e-cigarettes, vaping and hookah pipes. Smoking is only allowed at the designated smoking areas (at the fire pit or around the back of the Treehouse). Dispose of cigarette butts in the receptacles provided.

Septic Tanks

We have a septic tank system for each building that can only handle "natural waste", and toilet paper. Use the white sanitary bins provided for disposing of tampons, sanitary towels and disposable nappies.

Parking

There is limited parking near the buildings. The area at the Old Oak Tree is a turnaround point, so please ask your group to park in such a way that allows vehicles to get through in that area.

There is a road that passes behind the Treehouse. That area is a delivery drop-off zone and so it must be kept clear for other vehicles to access. The overflow parking area is on the open grassy patch along the hedge line where you see the "parking" sign. *Please communicate this information to your transport operators.*

Noise and Music

We are in a natural amphitheater in the valley and the facilities supervisor's flatlet is attached to the Shed. This means that we need to switch off music and quiet down from 9pm through 9am. Please use quiet voices outside during these hours and limit inside noise.

General Rules

- At night close all exterior doors, turn off the lights and air conditioners. If you have been using the urn, please make sure it has been turned off.
- When the air conditioners are in use, keep the doors and windows closed. Switch them off when the room is not in use.
- No pets allowed.
- Do not pick any flowers or plants.
- Please keep showers short so there is enough hot water for everybody.
- We provide 1 pillow. If you require 2 pillows, please bring one from home. Please do not take pillows off the other beds in the room or cushions from the lounge.
- The kitchen is out of bounds for anyone other than employees or catering staff team members.
- Fires may only be made in the designated areas provided (firepit or braai). No fires to be made in the flower beds / garden. All fires are to be properly dowsed with water afterwards to make sure they are put out.
- If you are using the shed and need the restroom, please use the toilets at your own campus. The toilet just off the back end of the shed is the workman's toilet, and not for use by guests.

Alcohol Consumption

While the consumption of alcohol is permitted, drunk and disorderly behavior will not be tolerated. We reserve the right to cancel your camp without a refund should you not adhere to this guideline.

Note for schools: WC Dept. of Education rules apply, which means you will provide a signed letter from the school principal giving permission for alcohol to be consumed and acknowledging the camp can be cancelled immediately if the privilege is abused. Commitment is to be demonstrated by providing the name and contact number of your Bus / Taxi Operator, who may be contacted in the event you are found to be in breach of this rule.

Keep It Clean

- Premises are to be left in the same litter-free condition in which they were found. An hourly labor charge will be added for excess litter or mess left by your group.
- No food or beverages may be consumed in the bedrooms.
- While our Housekeeping staff appreciate you leaving the room in a clean condition, please do not make up the bed you slept in. On the day of departure, pull the covers back and place the pillow at the bottom of the bed.

Breakages or Missing Items

All breakages and/or misplaced items (keys, remotes, lamps, extension cords, multiplugs) must be reported to the person on duty before your departure and will be deducted from your breakage deposit.

Safety

Use of Bridges Retreat Centre facilities or grounds is at your own risk.

- Secure all doors left open with the door hook.
- For your safety, our guard dogs roam the property. They are very calm around guests and mostly stay away.
- The Outdoor Education Station (Tire swing, Cargo-net and Spider-crawl) is designed for primary school age children and may only be used under the supervision of Bridges OEP Facilitators.
- Lock up, be vigilant and wise.
- We are in nature - be aware that you may encounter snakes, ticks, ants, wasps, or other creepy crawlies. If you see a snake, notify a staff member so it may be caught and released by our snake handler.
- No children are allowed at the swimming pools without a responsible adult present. Please assign adults as **'**lifeguards**'** to watch the children **–** these adults must be undistracted. Encourage the use of pool noodles or arm bands. Follow Pool Rules.

Please sign below to acknowledge that you have read the important information for your stay and that you understand camp guidelines.