



**MATTONIO INVESTMENTS (Pty) Ltd (Reg nr 2021/477692/07)**  
**585 Teding van Berkhout Street, Dullstroom, Mpumalanga, 1110**  
**Tel: 013 136 0200      Cell: 079 387 1392**  
info@critchleyhackle.co.za      www.critchley-hackle.co.za

## **TERMS AND CONDITIONS**

*Critchley Hackle Lodge is primarily a romantic venue that accommodates couples and groups (sharing and in single accommodation). A few exceptions for small families, however, exist as indicated below. All rates quoted are ZAR, inclusive of value added tax.*

### ***WEEK-ENDS: MINIMUM OF 2 DAY STAY REQUIRED***

#### **ACCOMMODATION RECEPTION HOURS**

*Reception & Reservations open daily from 08:00 to 17:00  
Late arrivals will be accommodated with prior notice.  
The emergency and after hour number is 079 387 1392*

#### **ONSITE SPA – TEL 013 136 0200 OR 079 387 1392**

*Prior arrangement for appointments please.  
Mobile massages in rooms and units also available  
E-mail enquiries: info@critchleyhackle.co.za*

#### **ONSITE RESTAURANT - TEL 013 254 0055**

*An independently owned and managed restaurant is available on the premises.*

#### **Wi-Fi**

*Unlimited free Wi-Fi is available in the main building and restaurant, **but not in the rooms.***

#### **INSURANCE**

*Although the normal waiver as to liability is displayed on notices on the premises, comprehensive insurance against damages, losses, theft and injuries incurred by guests are in place.*

#### **PREMISES AND SAFE PARKING**

*The lodge is secured by means of 2 metre high walls and electrical fencing throughout. Gates are closed after hours and are operated by means of remote controls, supplied to guests. Free and ample parking are available on the premises.*

#### **LEISURE**

*Leisure activities on the premises are limited to the open air pool and fly-fishing for trout in the lake. Fly-fishing rods are available for rent at R200 per day / session. Catch-and-release of fish caught, is encouraged – fish caught is brought to the restaurant where it is cleaned and prepared (at R160 per kg for Rainbow Trout and R180 per kg for Brown Trout).*

#### TERMS, CONDITIONS & CANCELLATIONS

1. *All group cancellations must be done in writing;*
2. *All extras to be paid on departure;*
3. *Group reservations will only be confirmed upon receipt of a 50% deposit of the total amount due. This deposit must be received within 14 working days of acceptance of the booking quotation, or as per other accepted written agreement between the parties, failing which the reservation will lapse.*
4. *The full rooming list is required one week (7 days) prior to arrival of the group*
5. *All cancellation / amendments are subject to the following conditions:-*
  - 5.1 *Between 7 - 14 days before arrival: 50% cancellation fees will apply.*
  - 5.2 *Less than 7 days before arrival: 100% cancellation fees will apply.*