



MONDEOR ROAD, SOMERSET WEST
 TEL (021) 858 1060 / 1080
 www.monkeys.co.za / E-mail: pro@monkeys.co.za

MONKEY TOWN DAY VISITOR BOOKING FORM

valid until 30 November 2021

PLEASE READ THROUGH THE TERMS AND CONDITIONS

Name and Surname / Name of group:		
Date of visit:	Time of visit:	
Telephone Number/s:	E-mail:	
Responsible adult's name:		
PLEASE COMPLETE THE BOOKING FORM BELOW		
	COST p/p	Nr of visitors
		TOTAL
OPTION 1: Monkey Town Animal Viewing + Reptile Garden + Braai/Picnic + Waterpark		
Number of adults:	R160	
Number of children (3 – 12 years)	R130	
Toddlers (1 – 2 years)	R60	
OPTION 2: Braai/Picnic + Waterpark		
Number of adults:	R120	
Number of children (3-12 years)	R120	
Toddlers (1 – 2 years)	R45	
OPTION 3: Braai/Picnic WITHOUT the Waterpark		
Number of adults:	R70	
Number of children (3-12 years)	R70	
Toddlers (1 – 2 years)	R40	
OPTION 4: Waterpark ONLY – DOES NOT ALLOW YOU TO BRAAI/ PICNIC OR ANY ANIMAL VIEWIING		
Adults:	R100	
Children (3-12 years)	R100	
Toddlers (1 -2 years)	R40	

OPTION 5: Reptile Garden entrance ONLY:	
Adults and Children:	R30
OPTION 6: Animal Encounter (adults and children)	
*** (animal encounters subject to availability) ***	R80
NOTE: YOU MUST HAVE A VALID ENTRANCE TICKET TO MONKEY TOWN PRIMATE CENTRE IN ORDER FOR YOU TO PURCHASE AN ANIMAL ENCOUNTER TICKET	
BY SIGNING HERETO, YOU CONFIRM THAT YOU HAVE READ, UNDERSTOOD AND WILL COMPLY WITH THE TERMS AND CONDITIONS AS SET OUT BELOW.	
SIGNATURE:	DATE:

*****A COMPLETED BOOKING FORM WITH PROOF OF PAYMENT OF ONLY 50% DEPOSIT ARE REQUIRED TO SECURE A BOOKING *****

IMPORTANT NOTICE:

PLEASE DO NOT PAY THE FULL AMOUNT DUE. FINAL NUMBERS ALWAYS CHANGE LAST MINUTE AND WE DO NOT GIVE REFUNDS IF YOU PAID THE FULL AMOUNT AND LESS VISITORS ARRIVE THAT YOU BOOKED FOR.

NO BEVERAGES / ALCOHOL ARE ALLOWED TO BE BROUGHT INTO THE PREMISES. IF FOUND ON YOU IT WILL BE CONFISCATED AND NOT RETURNED.

PROPER SWIMWEAR TO BE WORN BY ALL VISITORS – EVEN TODDLERS.

BANKING DETAILS:

MONKEY TOWN / FIRST NATIONAL BANK / ACCOUNT NUMBER 62020374302 / BRANCH CODE: 250655 / CHEQUE ACCOUNT

Email your proof of payment & 50% proof of deposit to pro@monkeys.co.za

PLEASE USE YOUR NAME & DATE OF VISIT AS REFERENCE WHEN MAKING PAYMENT.

IMPORTANT: YOU HAVE TO ENQUIRE VIA EMAIL IF THE DATE YOU WANT TO VISIT IS AVAILABLE BEFORE MAKING PAYMENT. PAYMENT SHOULD BE DONE ON THE SAME DAY THAT YOU RECEIVED CONFIRMATION OF AVAILABILITY... IF YOU CAN NOT MAKE PAYMENT ON THE SAME DAY, PLEASE CHECK AGAIN FOR AVAILABILITY WHEN YOU ARE READY TO MAKE THE PAYMENT AS BOOKINGS ARE ALWAYS SUBJECT TO AVAILABILITY.

PLEASE REFER TO ITEMS 21 – 23 IN THE TERMS AND CONDITIONS REGARDING DEPOSITS/CANCELLATIONS

Important COVID-19 INFORMATION:

Each group will be placed in a designated area in the braai area, which will keep you socially distant from other groups.

You must bring along your own braai grid.

Your designated area is a MASK FREE ZONE.

MASKS are compulsory for any areas outside your designated area – including your visit to the animal park.

Standard government COVID-19 restrictions always apply.

Animal viewing is only once off on the day of visit & masks are compulsory inside the animal park.

Please note that NO HOOKAH PIPES will be allowed.

*Smoking hookah, also known as hubbly bubbly, shisha or waterpipe can subject users to a greater risk of contracting bacterial and viral infection. As people typically share a hookah pipe, passing around the mouthpiece can spread germs to each smoker! Kindly inform all visitors joining you on the day of all Covid-19 restrictions.

TERMS & CONDITIONS: MONKEY TOWN CC (“the resort”) T/A MONKEY TOWN PRIMATE CENTRE

SENIOR MANAGEMENT MAY STRICTLY LIMIT THE NUMBER OF DAY VISITORS AND ARE NOT OBLIGED TO OFFER REASONS FOR THEIR DECISIONS.

RIGHT OF ADMISSION RESERVED

1. INDEMNITY:

The company and its management accept no responsibility for any deaths, injury or illness sustained or suffered by any person, or theft or loss or damage to any property, occurring within or arising from a visit to the resort howsoever caused and whether allegedly due to the negligence of the company or any of its servants or agents, or arising from the use of any facility. **All visitors enter at their own risk.**

2. We have a **NO MUSIC** policy at Monkey Town.

3. Parents are expected to exercise control over their children's behaviour and see that they do not damage the property, being play park equipment, wooden barriers, trees etc.

4. Guests and day visitors should supervise children when using waterpark and play park equipment. Attention is specifically drawn to the fact that leaving children unattended is both dangerous and irresponsible and could lead to injury or death. **THERE ARE NO LIFEGUARDS ON DUTY AT THE POOLS / SUPERTUBE BEFORE 10H00 IN THE MORNING AND AFTER 17H00 IN THE EVENING** – it is the sole responsibility of any visitor/s to our premises to ensure the safety of all children and/or their guests. We once again draw your attention to:

The company and its management accept no responsibility for any deaths, injury or illness sustained or suffered by any person, or theft or loss or damage to any property, occurring within or arising from a visit to the resort howsoever caused and whether allegedly due to the negligence of the company or any of its servants or agents, or arising from the use of any facility.

THERE ARE ONLY LIFEGUARDS ON DUTY ON WEEKENDS AND SCHOOL HOLIDAYS (SUMMER HOLIDAYS).

LIFEGUARDS ARE ONLY ON DUTY BETWEEN 10H00 AND 17H00.

5. Young children or anyone who are not secure in their swimming ability should ALWAYS wear safety swimming gear.

6. Adults (13 years and older) are only allowed to use the 70-meter supertube and the mega slide. All other slides are only for kids 12 years and younger. Adults are only allowed to use the two built-in pools and the mega pool. We have a specific pool for toddlers and a specific pool for smaller kids.

7. When using any of the waterpark facilities **ONLY PROPER BATHING COSTUMES ARE PERMISSIBLE.**

Should anyone not adhere to this rule they will not be allowed to use the waterpark any longer and NO REFUND will be given.

PLEASE COME PREPARED. NO UNDERWEAR ALLOWED AT ALL.

8. No tents allowed in the day-visitors area. Only OPEN gazebos and beach umbrellas allowed at the pool area. **Kindly bring along extra umbrellas. We do have trees in braai/picnic area but unfortunately, we can't guarantee every visitor enough shade via trees for the entire day.**

9. No mattresses and bedding allowed to be brought into the day visitor area. You are welcome to bring along a ground cover.

10. **STRICTLY NO BEVERAGES and/or ALCOHOL can be brought into the premises.** These items can be purchased from the kiosk on site. Please direct all kiosk enquiries to pro@monkeys.co.za If any alcohol is found on you it will be confiscated and not returned.

11. You are only allowed to bring in your food/snacks you want to eat into the resort.

12. Children under 8 years must be accompanied by an adult when using the ablution blocks. Please clean up after yourselves and your children and be considerate to other guests.

13. *No PETS allowed at the resort.*

14. *It is the responsibility of the person making the booking with Monkey Town to advise all the visitors in your group of the park rules as well as the terms and conditions of the resort. Not knowing is not an excuse to break the rules.*

15. PLEASE use the bins provided and clean up after your group.

16. **Own braai grids / braai equipment / braai wood and firelighters / umbrellas to be provided.**

17. Anybody found violating any of the regulations or providing themselves a nuisance to fellow visitors, or behaving inappropriately, will be asked to leave the resort and forfeit all fees.

18. Kindly submit any compliments / complaints to the manager in writing. All authorized staff are empowered to act on behalf of the owners.

19. Guests and day visitors are cautioned not to touch, tease or disturb or chase any of the animals that belong to the resort, that includes also any free roaming animals on the premises. **Animal behaviour can be unpredictable, and humans can transfer diseases to animals that can be deadly to our animals.**

20. No climbing over / through barriers. Please use gates provided to enter/exit braai/picnic/swimming pool areas.

21. **Deposits:** Bookings are only valid upon receipt of the 50% deposit. The acceptance of a deposit by the Resort constitutes a legal contract between the resort and the hirer. **DEPOSITS ARE NOT REFUNDABLE.** Special arrangements can be made to pay the account off over a period of time, as long as the full amount is paid before due date.

22. **Accounts:** The balance of the account is due strictly on arrival. The Resort reserves the right to cancel bookings, without contacting the client beforehand, if the payment conditions are not adhered to.

23. Cancellations

Cancellations in writing will be accepted under the following conditions. Re: Refund of monies paid

90 days prior to date of arrival – 20% deducted

90 – 60 days prior to date of arrival – 30% deducted

30 – 60 days prior to date of arrival – 50% deducted

Less than 30 days, all monies forfeited

24. Timetable

The primate centre, Reptile Garden and the braai/picnic areas open at 08h00 daily.

The waterpark **ONLY OPENS at 10h00 (the waterpark is always weather dependent)**. The entire resort closes at 17h00 daily. Please ensure that everyone in your group has left the braai/picnic and waterpark areas by the stipulated time. Our gates close at 17h30 so if you have made use of public transport kindly arrange for collection BEFORE 17H00.

THERE ARE NO LIFEGUARDS ON DUTY IN THE WATERPARK BEFORE 10H00 IN THE MORNING AND AFTER 17H00 IN THE EVENING – it is the sole responsibility of any visitor/s to our premises to ensure the safety of all their children and/or their guests in their group, specifically around the pools/waterslides.

Inflatables are weather dependent and should be have any power outages the inflatables and the supertube won't be in operation.

25. Time of visit:

Should you be running late on the day of your booking, you are required to contact Monkey Town telephonically on (021) 858 1060 to advise us (within the allotted 1 (ONE) hour) so arrangements can be made, otherwise you will forfeit any pre-booked spot.

26. Visitors

Please ensure that the visitors in your group stay in the public areas and not wander off into private areas e.g. the guest house area etc. The property is a private property with private residences, and we do not allow visitors into all areas – please be respectful.

NO VISITORS UNDER THE INFLUENCE OF ALCOHOL AND/OR ILLEGAL SUBSTANCES ARE ALLOWED INSIDE THE PREMISES.

27. Play park equipment:

Play park equipment is only to be used by children 12 years and younger.

28. Occupational rights

Management reserves the right to ask any guest to leave the resort if such a guest persists in breaking the rules of the Resort or if it is a serious offence. In such cases no refunds will be made.

29. Management reserve the right to relocate a booking to another unit or stand if necessary. Management reserves the right to search through all bags to ensure that prohibited items are not brought onto the premises.

30. Prohibited Items: The following items are not allowed to be brought on the premises of the resort and **will be confiscated** if found on any visitors:

NON-ALCOHOLIC BEVERAGES and/or ALCOHOLIC BEVERAGES and/or ANY ILLEGAL SUBSTANCES and/or WEAPONS OF ANY KIND and/or OWN MUSIC

PLEASE NOTE: OUR DAILY PUBLIC TOUR STARTS AT 12H00 FROM MONKEY TOWN'S RECEPTION