



MONDEOR ROAD, SOMERSET WEST
TEL (021) 858 1060 / 1080
www.monkeys.co.za / E-mail: pro@monkeys.co.za
VAT NO: 4890193404

MONKEY TOWN DAY VISITOR BOOKING FORM
valid from 1 December 2018

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	Nr of visitors	TOTAL
1) Monkey Town Animal Viewing + Reptile Garden + Braai/Picnic with swimming AND Supertube			
Number of adults:	R160		
Number of children (3 – 12 years)	R120		
Toddlers (1 – 2 years)	R35		
2) Monkey Town Animal Viewing + Reptile Garden + Braai/Picnic with swimming:			
Number of adults:	R130pp		
Number of children (3-12 years):	R90pp		
Number of children (1-2) years):	R35pp		
Add Super Tube:	R60pp		
3) Braai/Picnic WITH swimming:			
Number of adults:	R70pp		
Number of children (3-12 years)	R70pp		
Add Super Tube:	R60pp		

4) Braai/Picnic WITHOUT swimming:	
Number of adults:	R55pp
Number of children (3-12 years)	R55pp
Add Super Tube:	R100 pp
5) Swimming ONLY:	
Adults:	R60pp
Children (3-12 years)	R60pp
Swim and Super Tube ONLY:	R100 pp
6) Swimming &Supertube combo:	
Day pass:	R100 pp
2 Hour pass:	R60 pp
7) Reptile Garden ONLY:	
Adults:	R30pp
Children (3-12 years)	R30pp
8) Animal Encounter (adults and children)	
	R50pp
9)Add on: Wooden hut @ pools (subject to availability) R300 for the day	
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 HERE YOU CONFIRM THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS	
SIGNATURE:	DATE:

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

NO BEVERAGES / ALCOHOL ARE ALLOWED TO BE BROUGHT INTO THE PREMISES.

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

E-MAIL: pro@monkeys.co.za

BANKING DETAILS:

MONKEY TOWN – FNB – ACCOUNT NUMBER 62020374302 – BRANCH SOMERSET WEST

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

IMPORTANT: PLEASE ENQUIRE VIA EMAIL IF THE DATE YOU WANT TO VISIT IS AVAILABLE.

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

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.

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 swimming pools 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 not secure in their swimming ability should wear safety swimming gear **AT ALL TIMES**.

6. Waterslides at the pools are ONLY for children 12 years and younger. **NO ADULTS ALLOWED ON WATERSLIDES!!**

7. When using the swimming facilities/supertube **ONLY PROPER BATHING COSTUMES ARE PERMISSIBLE.**

Should anyone not adhere to this rule they will not be allowed to use the swimming facilities and/or supertube 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 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 are allowed to be brought into the premises.** These items can be purchased from the restaurant on site. Please direct all restaurant enquiries to cheekymonkey630@gmail.com

THE RESTAURANT ON SITE IS INDEPENDENTLY OWNED FROM MONKEY TOWN. SHOULD YOU HAVE ANY COMPLIMENTS/ COMPLAINTS, KINDLY CONTACT ITS OWNER, CHRISTINE VAN DER MERWE, DIRECTLY at cheekymonkey630@gmail.com

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.

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 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.

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 swimming pools and supertube **ONLY OPEN at 10h00**. The entire resort closes at 17h00 daily. Please ensure that everyone in your group has left the braai/picnic and swimming pools areas by the stipulated time.

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 their children and/or their guests in their group, specifically around the pools/supertube.

25. Time of visit:

Should you fail to arrive at Monkey Town within 1 (ONE) hour of your indicated Time of Visit, as completed by you on your Day Visitor Booking Form, **any area you pre-booked for the day will be forfeited** and you will be allocated an area that is still available on the day and not pre-booked by another visitor.

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. The property is a private property with private residences and we do not allow visitors into all areas – please be respectful.

27. 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.

28. 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.

29. **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