



Campsite Bookings:

Clients can make their own bookings directly on our live booking system here: <https://book.nightsbridge.com/18840>
OR email our office: bookings@tanglewoodnatureestate.com.

Accommodation / Camping Options & Rates

Type	Qty	What is Included?	From
Luxury Tent	1	30m2 tent with king bed with 200TC percale bed linen, indoor & outdoor shower, toilet, kitchenette with cutlery/ crockery including microwave, coffee machine (bring your own ground coffee), fridge/freezer, small lounge with fireplace, deck, and gas braai. Maximum 2 adults only. Regret no children and/or babies. Self-catering and cleaning.	R1,350
Pod	3	32m2 self-catering pod with queen bed, bed linen and towels. Bathroom with shower, toilet and basin. Kitchenette with two plate gas cooker, microwave, bar fridge, gas kettle, cutlery & crockery. Outdoor patio with table, 4 chairs and braai. Maximum 2 adults. Platform sleeps a maximum of two children under 12 only @ R160 per child per night on two single mattresses with bed linen and towels. Self-catering and cleaning.	R1,200 - R1,520
Lodge Family	11	4m x 3.5m canvas lodge tent with queen or two ¾ beds, 200TC percale bed linen, towels, camping chairs, rustic table & led lamp. Children sleep on daybed or bunk bed. Sleeps maximum of 2 adults and 2 children. No private kitchen or bathroom. Use shared ablution and washup facility. Rates start from R600 per night for 2 persons + R120 per child per night.	R600 - R840
Camping Stand	20	10 x 12m camping stand with power. Standard rate valid for two persons, one caravan only (or tent) and one vehicle per night. Children under 12 years @ R40 per night. Adults and children 12 years and older @ R80 each per night. Maximum of 5 persons (4 adults) allowed per stand. No private kitchen or bathroom. Use shared campsite ablution and washup facility.	R280 – R480

** Rates published are for information purposes. Prices will be confirmed in your NB booking quote.

Penalty / Surcharge – One Night Only Bookings

Penalty will apply to one night only bookings over weekends and holidays. Penalty calculated per unit (i.e., NOT per booking). When booking online, please don't forget to add the penalty as an Extra charge.

- Lodge Tents and Stands: **R120 per Unit**
- Luxury Tent and Pods: **R200 per Unit**

Additional Charges: Payable Per Day – Per Person and or Vehicle(s)

R40	Children 0 - 12 Years
R80	Children 12 – 18 Years, Adults and Pensioners
R40	Per additional vehicle (standard rate includes entrance for one vehicle only)

Minimum Stays

- Pods and Luxury Tent: Minimum 2 night stay over weekends.
- Minimum 3 night stay applies to all Units during peak camping periods, long weekends and selected holidays.
- Minimum stay requirement will fall away 5 days before, after which clients can make one and two night bookings via Nightsbridge.

Deposits & Booking Confirmations

- Deposit required to confirm your booking. Payment must be received within 48 hours of booking. Send POP to bookings@tanglewoodnatureestate.com. Unconfirmed bookings automatically cancelled after 48 hours.
- Full outstanding balance of confirmed booking is due latest at check-in. Payments can be made in cash or card. No check-in allowed unless the account has been settled in full.
- **EFT Payments:** Clients are responsible to ensure EFT payments are made early enough (i.e. 72 hours before arrival) to allow enough time to clear into our bank account and get reconciled before check in.

Special Offers

Discounted rates available for direct bookings only during **defined periods**. Specials can be booked directly in Nightsbridge.

- ❖ 25% Mid-Week Discount. Minimum 3 night stay. Valid for arrival on a Sunday, Monday or Tuesday only.
- ❖ 25% Long Stay Discount: Minimum 10 nights (Maximum 30 nights)
- ❖ 30% Winter Pods & Luxury Tent: Minimum 2 nights or more during our winter months.
- ❖ 50% Winter Stands & Lodge Tents: Minimum 2 nights or more during our winter months.

Partial or Full Cancellations

Requests to change a confirmed booking must be made in writing to booking@tanglewoodnatureestate.com.

Date Change

Moving a confirmed booking date to a later date is deemed a cancellation. Standard cancellation terms and penalties apply.

Cancellation Terms and Penalties

Penalty will apply to full and partial cancellations, no shows, late arrivals, early departures, and or moving out a confirmed booking date.

% Refunded / Penalty	Written Notice of Cancellation or Change
Full Refund.	Hospitalization or death of Primary Client. *** Primary client is the person in who's name the booking was made.
Refund 75% of Amount Paid	Written notice received > than 30 days before arrival
Refund 50% of Amount Paid	Written notice received between 15 – 29 days before arrival
No Refund. Total booking value is due and must be settled before check in.	14 days or less before arrival. Penalty applies to no shows, late arrivals, early departure, date changes, partial & full cancellations.

Check In & Check Out Times

- Check in from 2PM until front office closes (**7pm** Tues – Thurs; **9pm** Fri & Sat).
- Late Check In: Arrangements must be made in advance with our office for late check-in after gates lock. A late check in will only be considered when the outstanding balance was received in full before date of arrival.
- Check Out – 10AM. All units must be vacated by 10am to allow staff access to clear and clean. Campers are welcome to remain on as a day visitor (without additional charge) once checked out of their Unit.
- **Late Check Out & Fee:** Late check out can be **requested on day of checkout** and is subject to availability. Late check outs **to 3PM** will be charged a late checkout fee of 50% (of the booking unit rate).

Camping Stands, Water & Electricity:

- Camping allowed in your designated camping stand. Client selects specific Tent or Stand at time of booking. Tanglewood's must camp in selected stand or tent. TangleWood tents may not be moved.
- Ground Sheets: Only perforated ground sheets are allowed on our campsite to avoid damage to grassed stands.
- Power: All units have access to **one** 15 Amp 220v plug point. Please bring along your own 10-15m extension cable.
- Water: Shared cold-water taps.
- Fishing: Generally, not possible from your stand.
 - o Stands 1 – 6 located next to jetty are suitable for customers who get up early as boat launching starts from 5am on weekends. Note that these stands tend to get waterlogged during our rainy season.
 - o Stands and Tents 7 – 35: Located around 50–100m away from the water.

Lost or Damaged Camping Equipment and Special Cleaning

- Customers are responsible to check out with TW staff before leaving the premises. Customers are responsible for the replacement cost of any damaged or lost camping equipment. This includes damages caused by pets, and any special cleaning fees.

Music / Noise and Groups

- We offer a low noise campsite. No music is allowed, including via car radio, cell phone or other musical instrument.
- Please be considerate to your fellow campers and refrain from rowdy behaviour from 22h00.
- On duty staff will enforce the low noise and no music policy.
- Tanglewood does not take bookings for non-family groups, including bachelor parties or any other noisy party group unless the property has been booked out for exclusive use. Our campsite is **NOT** suitable for noisy party groups.

Special Needs Facilities

We welcome all clients but please note that our facilities and pathways were not originally designed for special needs clients. Moving around our terrain and ablutions can be quite challenging.

Family Groups and Account Payments

- The primary client (the person making booking) is liable for all persons included in their booking, including payment of the full account. This means that the Primary client is responsible to settle 1) any cancellation penalties and 2) any damages for all persons in their booking.
- The full account balance must be settled in full before check in. This means that no persons will be allowed to check-in until the account is settled. To avoid delays, we suggest you settle your account in full at least 3 days before arrival.

Pets

- Pets are welcome but must be kept **leashed at all times**.
- Clients must clean up after own pets, and ensure pets do not pose a threat or become a nuisance, including constant barking.
- Pets are not allowed in our tents, buildings, beach volley ball court, swimming pools, on our furniture and beds.
- Clients are responsible to provide own dog bed/blanket.
- We reserve the right to have pets removed from the property if deemed necessary.

Smoking & Fires

- Smoking is not allowed in any of TangleWood's tents, buildings, including bathrooms.
- Fires are allowed in designated braai's. Please refrain from throwing hot ash on the grass.
- Fires must be kept a safe distance away from all tents. Fires must be extinguished before bed as we experience strong winds over the dam.

General

- TangleWood is privately-owned and right of admission reserved. Speed limit of 15km.
- No swimming allowed in Boskop Dam for safety reasons.
- No glass, soap, shampoo, or other detergents allowed in the pool. Proper swimming attire is required in the pool.
- No generators, pellet guns, air guns, archery, blow pipes, fireworks or quad bikes allowed.
- Use dustbins for garbage. No littering – including cigarette butts and bottle tops.
- Vandalism, drunken or aggressive behaviour will not be tolerated and guests will be asked to leave without refund.

Liability & Damages

- Persons entering the property do so entirely at their own risk. TangleWood will accept no liability or responsibility for the death of, harm or injury to any person (including a claim for loss of support), or for the loss (including pure economic loss) or destruction of or damage/s to any property or possessions from any cause whatsoever and howsoever arising.
- TangleWood will not be liable for any failure to provide (or delay in providing), facilities or services because of events outside of our control.
- TangleWood reserves the right to hold a guest liable for loss or damage to property, fixtures, and fittings, including items hired for their use. Guests may be held liable for injury to any person arising from the guest's actions.

ONSITE FACILITIES

Ablutions

- Hot showers and flush toilets. Staff clean ablutions regularly between 7am – 7pm during weekday's (Tuesday to Thursday), and from 5am - 9pm on weekends.
 - o **Men:** 4 showers, 3 toilets, 3 basins & 2 urinals
 - o **Ladies:** 3 showers, 1 bath, 3 basins & 3 toilets
- Immediately notify the office of any issues during your stay.

Braai's

- Small rim and skottel braais' suitable for 2- 3 persons. 1/2 drum braai's suitable for larger families. All braais have grids.

Bar and Shop

- We stock braai wood, charcoal, firelighters, ice, ice cream, beverages, and a few other items. Note that guests may not bring own beverages into our bar and venue.

Campers Wash-Up Area & Communal Fridge/Freezer

- Campers have use of an undercover washing up facility with stainless steel sinks, hot water, and a communal fridge/freezer. Don't forget to bring along all your own cooking and eating utensils, and cleaning aids.
- Staff may not wash up clients' dishes or do their washing.
- When washing dished, please fill the sink and then wash your dishes. Do not leave the hot water tap running as the hot water system needs at least 15 minutes to reheat the water.

Venue

- TangleWood has a venue suitable for formal and informal functions, events, and conferences. Please contact our office for more details.

Shops @ TangleWood Entrance

- Supermarket: Stocks a range of basic items.
- Happy Hooker Pub & Coffee Shop: Please contact HH directly on **082 289 0210** with any queries.

ACTIVITIES

Children's Cold-Water Pool

- Children's outdoor pool is approximately one meter deep with two small slides. No lifeguard on duty. Parents are responsible for the safety of their kids.

Warm Water Pool (Campers Only)

- Small warm water pool (5m x 6m) located behind Stands 30-35. Reserved for campers only. No lifeguard on duty. Parents responsible for safety of their children. Water temperature is generally around 31 degrees; however, rain will impact the water temperature as the pool is not covered.

Angling

- Boskop Dam holds carp, barbell, yellow fish, and mudfish, but the dam is best known to bass anglers, and we host several fishing comps throughout the year.
- Bank angling is generally not recommended due to thick water grass. Clients should plan on using a boat /kayak/ inflatable to fish on this dam. No campsite refunds are given due to the fishing conditions.

Boskop Dam

- Refer to our website for detailed information on boat launching. Boskop has a strict no speed policy, and no jet skis or skiing is allowed. You will require a valid COC and COF for all Engines >15HP, + 1 Life Jacket per Passenger.
- Clients will NOT be allowed to launch a vessel onto Boskop Dam without valid and current certificates.
- No swimming is allowed in Boskop Dam for safety reasons.

Kayaks

- We have several kayaks for rent. Locomotion kayaks are single seater kayaks that can be joined / interlocked.
- Kayaks can be hired from the office from **7AM** and must be returned no later than **5PM**. We provide per Kayak Rental: 1 Kayak, 1 Seat, 1 Paddle, 1 Life Vest (PFD), Tow Line, DWS Surface Map and Basic Instructions.
- Boskop Dam is not suitable for children to kayak alone. Reference our Kayak Rental T&Cs for more details.

Kiddies Playground

- Children's playground area is located next to the venue and includes a wooden jungle gym. Not suitable for children > 12 years of age. Parents are responsible for their children.

Table Tennis, Darts, Badminton, Soccer, Pool Table

- Table Tennis and Pool table situated in the bar area @ R25. Equipment can be obtained from bar staff during our standard bar opening hours. Refundable deposit or ID Card will be required.
- Dart board with darts, badminton set, and soccer goals available free of use by guests. Equipment must be requested from the office.

Cycling

- Currently we have no established cycling trails, however you are welcome to bring along your own bicycle. Anderland /Draaipunt is located approx. 3km away and has various cycling routes that is easily reached from us.

Beach Volleyball

- Beach volleyball ball can be collected from the office with a R50 refundable deposit.

Driving Directions

- We are located on the south-east banks of Boskop Dam. GPS Co-Ordinates: -26.561792, 27.123649
- Travel 14km's north out of Potchefstroom on the R501 and in the direction of Carletonville. Turn left at our signboard and travel 500m straight down the dirt road. Take care of the speed bumps.

Complaints and Emergencies

- Complaints must be addressed onsite to the Manager or Front Office or sent in writing.
- Please contact the Owners (WhatsApp only **063 898 3830** or **082 826 6202**) in event of **Emergency only**.