

THULA LODGE

Kroonstad, Free State, South Africa

Day Events Venue

09:00 – 17:00

☎ 076 062 1596

✉ info@thula.co.za

◎ www.thula.co.za

VENUE HIRE

TERMS & CONDITIONS

Venue: Thula Lodge, Kroonstad, Free State | Hours: Monday–Sunday, 09:00–17:00

These Terms & Conditions are intended to ensure a safe, clean and pleasant experience at Thula Lodge. By booking and using the venue, the client agrees to comply with the following rules.

1. BOOKING AND PAYMENT

1.1. A booking is confirmed once the required booking fee or deposit has been paid and the booking has been accepted by Thula Lodge management.

1.2. The agreed venue hire fee and payment dates must be confirmed in writing before the event.

1.3. Any additional charges will be communicated to the client and handled in accordance with the agreed booking terms and applicable law.

1.4. The client is responsible for ensuring that all guests and service providers attending the event comply with these Terms & Conditions.

2. VENUE HOURS, CLEAN-UP AND LATE DEPARTURE

2.1. Thula Lodge operates from 09:00 to 17:00, Monday to Sunday, unless an alternative arrangement has been agreed to in writing.

2.2. All events must conclude, and all guests, suppliers and service providers must vacate the venue by 17:00.

2.3. The 17:00 deadline includes all cleaning, packing up, dismantling decorations, and collecting personal belongings, gifts, equipment and any other items brought onto the property.

2.4. A late departure fee of R1,000.00 will be charged for every 30 minutes, or part thereof, after 17:00. This includes additional time spent cleaning, packing up, dismantling decorations or collecting items.

2.5. Clients must allocate sufficient time to complete the event and all clean-up and collection activities before 17:00.

2.6. Any extension beyond 17:00 must be approved in writing by management in advance. Any approved extension and applicable fee must be confirmed in writing.

2.7. The late departure fee is separate from reasonable, justified cleaning or damage costs, provided the same cost is not charged twice. All charges remain subject to applicable South African law.

3. SMOKING POLICY

3.1. Smoking is prohibited inside all buildings at Thula Lodge.

3.2. Guests may smoke outside the buildings only.

3.3. All cigarette butts must be fully extinguished and disposed of in the designated ashtrays provided.

3.4. Cigarette butts must not be thrown onto the lawn, garden, ground, into the swimming pool or into ordinary rubbish bins.

3.5. Smoking materials must be fully extinguished to prevent fires.

3.6. Failure to comply may result in reasonable and justified additional cleaning or damage costs, where applicable.

4. OPEN FIRES AND FIRE SAFETY

4.1. Open fires are prohibited unless expressly authorised in writing by Thula Lodge management.

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4.2. Unauthorised braais, fire pits, bonfires, fireworks, firecrackers and other activities involving open flames are not permitted.

4.3. Candles and other open-flame decorations require prior written permission from management.

4.4. Approved cooking equipment and heat sources must be used safely and never left unattended.

4.5. Damage caused by failure to comply may be charged to the client where appropriate and legally recoverable.

5. RUBBISH DISPOSAL AND GENERAL CLEANLINESS

5.1. All rubbish, food waste, packaging, disposable plates, cups and other waste must be placed in the designated rubbish bins provided.

5.2. Littering anywhere on the property is prohibited.

5.3. Guests must keep the venue, gardens, patio, swimming pool area and surrounding grounds clean.

5.4. Decorations, personal belongings and event materials must be removed after the event unless otherwise agreed with management.

5.5. The venue must be left in a reasonable condition following the event.

5.6. Excessive cleaning may be deducted from the cleaning deposit, provided the deduction is reasonable and justified.

6. BREAKAGE AND DAMAGE DEPOSIT

6.1. A refundable breakage and damage deposit of **R**_____ is payable in addition to the venue hire fee.

6.2. This deposit covers reasonable costs associated with damage to or loss of venue property, furniture, equipment, fittings and other items belonging to Thula Lodge.

6.3. Deductions must relate to actual, reasonable and justifiable costs. Supporting evidence will be provided where reasonably available.

6.4. The client may be responsible for additional proven costs exceeding the deposit, where legally recoverable.

6.5. The remaining deposit balance will be refunded within 7 working days after the event, following inspection of the venue.

7. CLEANING DEPOSIT

7.1. A separate refundable cleaning deposit of **R**_____is payable before the event.

7.2. This deposit covers reasonable additional cleaning if the venue is left excessively dirty or requires cleaning beyond normal use.

7.3. Deductions may be made for excessive rubbish, food waste, stains, spills or other avoidable mess caused during the event.

7.4. Ordinary cleaning associated with reasonable use of the venue will not automatically result in a deduction.

7.5. Deductions must be reasonable and justified. The same expense will not be charged twice under both deposits.

7.6. The remaining deposit balance will be refunded within 7 working days after the event, following inspection.

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8. WILDLIFE AND ANIMAL SAFETY

8.1. All animals on the Thula Lodge property must be regarded as wild animals, regardless of their appearance or behaviour.

8.2. Guests must admire animals from a safe distance. Guests are not permitted to walk towards or approach the animals.

8.3. Guests may not touch, feed, chase, tease, frighten, follow or attempt to interact with animals.

8.4. Guests must remain in designated guest areas and may not enter animal enclosures or restricted areas.

8.5. Children must be supervised by a responsible adult at all times and must not be allowed to approach animals.

8.6. Guests must not throw objects at or otherwise disturb animals.

8.7. All animal-safety signs and instructions from management must be followed.

8.8. Wild animals can behave unpredictably. Maintaining a safe distance is essential for everyone's safety and animal welfare.

8.9. Failure to follow these rules may result in guests being removed from restricted areas or asked to leave the venue.

8.10. Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited under South African law.

9. CARE OF VENUE PROPERTY

9.1. Furniture, equipment, fittings and other property must be used responsibly and must not be moved without permission where required.

9.2. The client is responsible for damage caused by the client, their guests or service providers, subject to applicable law.

9.3. Existing damage or concerns should be reported to management as soon as possible.

10. SWIMMING POOL AND GUEST SAFETY

10.1. Pool access is permitted only if it forms part of the agreed venue booking.

10.2. Guests must comply with all pool rules and safety instructions.

10.3. Children must be supervised by a responsible adult at all times near the swimming pool.

10.4. Running, rough play and unsafe behaviour around the pool are prohibited.

10.5. Pool-use conditions and liability provisions remain subject to applicable law.

11. GUEST NUMBERS AND CONDUCT

11.1. Guest numbers must not exceed the number agreed upon during booking.

11.2. The client is responsible for ensuring that guests behave respectfully and do not disturb others, damage property or endanger themselves, other people or animals.

11.3. Management may intervene if behaviour creates a safety risk, causes damage or seriously disrupts the venue.

12. CANCELLATIONS AND CHANGES

12.1. All cancellations and booking changes must be submitted to management in writing.

12.2. Cancellation charges or retained amounts must be reasonable, consistent with the agreed booking terms and permitted by South African law.

12.3. Refunds will be assessed according to the booking agreement, circumstances of cancellation and applicable legislation.

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13. ACKNOWLEDGEMENT AND ACCEPTANCE

By signing below, the client confirms that they have read, understood and agreed to these Terms & Conditions and accepts responsibility for informing their guests and service providers of the venue rules.

CLIENT AND EVENT DETAILS

Client's full name:	Contact number:
Event type:	Event date:
Number of guests:	Venue hire fee: R
Breakage and damage deposit: R	Cleaning deposit: R
Client signature:	Date:
For Thula Lodge management:	Management signature:
Management date:	