



Welcome to

Tsitsikanna
GARDENS

SELF-CATERING





Tsitsikamma Gardens Restaurant & Cottages *Disclaimer and Conditions of Entry*

By entering the premises of Tsitsikamma Gardens Restaurant & Cottages and/or using any of its facilities, guests acknowledge and accept the following terms and conditions. Entry to the property and use of its amenities are undertaken entirely at your own risk.

1. Limitation of Liability

The Owners, Tenants, and any persons acting on their behalf — including employees, agents, representatives, contractors, appointees, or anyone under their control (collectively referred to as "the Owners") — shall not be held liable for any injury, loss, damage, or death sustained by any person on the premises, under any circumstances. This includes, but is not limited to:

- Personal injury, illness, or death;
- Loss, theft, damage, or destruction of personal property;
- Accidents or incidents arising from the use of any facility, including but not limited to the swimming pool, restaurant, cottages, or garden areas.

This limitation applies regardless of the cause, including negligence, omission, or any other contributing factor.

2. Security of Personal Belongings

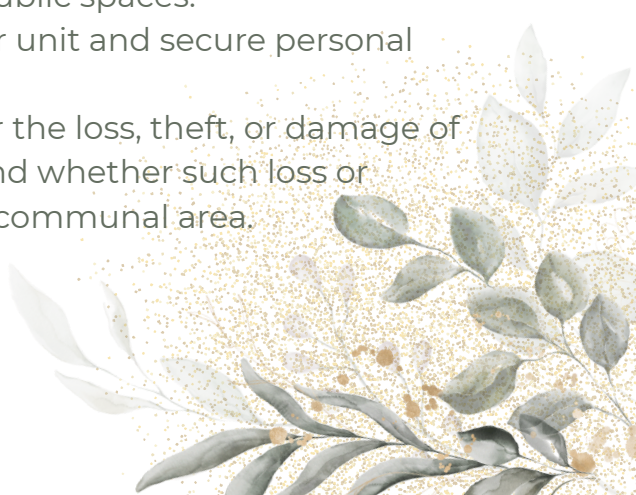
Guests are strongly advised to take all necessary precautions to safeguard their personal belongings at all times and in all areas of the property, including:

- Accommodation units (both inside and outside);
- Vehicles parked on the premises;
- Communal spaces, garden areas, the restaurant, and swimming pool.

Specifically:

- Remove all valuables from your vehicle and ensure it is securely locked.
- Do not leave valuables unattended or visible in any area of the property, including outdoor seating areas, patios, and public spaces.
- Lock all doors and windows when leaving your unit and secure personal items indoors.

The Owners accept no responsibility or liability for the loss, theft, or damage of any personal property, whether secured or not, and whether such loss or damage occurs in a vehicle, a private unit, or any communal area.





Continuing Disclaimer and Conditions of Entry

3. Use of Facilities

- All facilities, including the swimming pool, restaurant, cottages, and garden areas, are used entirely at your own risk.
- The swimming pool has a maximum depth of 1.6 meters. There is no lifeguard on duty.
- Children must be supervised at all times by a responsible adult while using any facility, particularly the swimming pool.
- No eating or drinking is permitted in or around the pool area to maintain safety and cleanliness.

4. Right of Admission

The Owners reserve the right of admission and may, at their sole discretion, refuse entry to or remove any individual from the property if their behavior is considered:

- Disruptive, offensive, or unsafe;
- A threat to the wellbeing or enjoyment of other guests;
- In violation of these terms or any house rules.

5. Guest Conduct

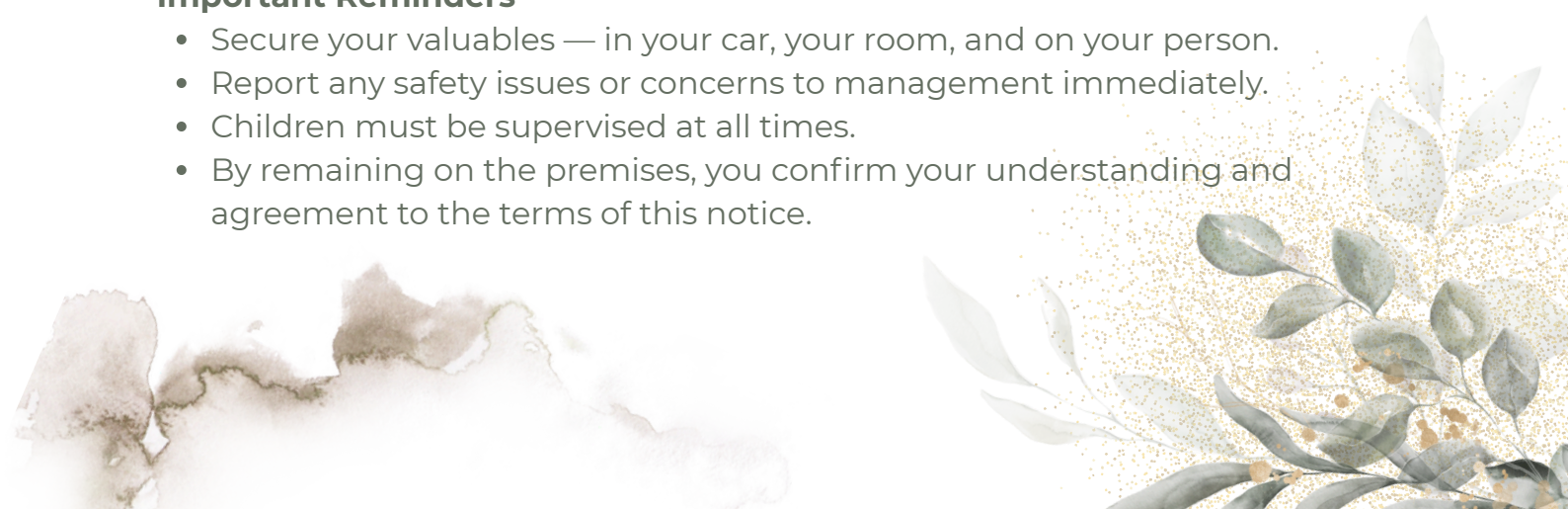
Guests are expected to behave respectfully and responsibly at all times. Any actions that cause harm, nuisance, danger, or damage to property or to others will not be tolerated.

6. Severability

Should any part of this disclaimer be found invalid or unenforceable under applicable law, the remaining provisions shall remain in full force and effect.

Important Reminders

- Secure your valuables — in your car, your room, and on your person.
- Report any safety issues or concerns to management immediately.
- Children must be supervised at all times.
- By remaining on the premises, you confirm your understanding and agreement to the terms of this notice.





Pet Disclaimer and Conditions of Entry

Pet Policy & Indemnity

We are happy to welcome well-behaved pets in the following areas of the property providing that they are on **a leash**:

- Our **restaurant**
- Cottages: **The Courtyard Suite** (by prior arrangement only)

Please note: Tsitsikamma Gardens is home to our own resident cats and dogs, who roam freely on the property. Pet owners must take extra care to ensure their pets are controlled and non-disruptive.

At the Restaurant - Pet Requirements

- Small dogs are allowed inside and outside the restaurant.
- Large dogs are allowed in the outside seating area only.
- All dogs must be on a leash at all times, regardless of size or temperament.
- In the interest of guest comfort, management reserves the right to ask owners to remove their pets if they cause a disturbance (e.g., excessive barking, aggression, or disruption to other diners).

General Pet Guidelines

- Pets are welcome at the owner's own risk.
- Pets must be kept under control and supervised at all times.
- No pets are allowed in the swimming pool while other guests are making use of the swimming pool area or close to Cottages No 1 & Cottage No 2.
- **Owners must clean up after their pets immediately.**
- Aggressive or disruptive animals may result in removal from the premises.

Pet Indemnity & Liability

By bringing a pet onto the premises, the guest agrees to:

- Accept full responsibility for the actions, safety, and behavior of their pet.
 - Indemnify the Owners against any claim, injury, loss, or damage involving their pet, including incidents with other guests, animals, or staff.
 - Be held liable for any damage caused by their pet, including:
 - Damage to property, furniture, or fixtures
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Pet Disclaimer and Conditions of Entry

Pet Policy & Indemnity

We are happy to welcome well-behaved pets in the following areas of the property providing that they are on **a leash**:

- Our **restaurant**
- Cottages: **The Courtyard Suite** (by prior arrangement only)

Please note: Tsitsikamma Gardens is home to our own resident cats and dogs, who roam freely on the property. Pet owners must take extra care to ensure their pets are controlled and non-disruptive.

At the Courtyard Suite – Pet Requirements

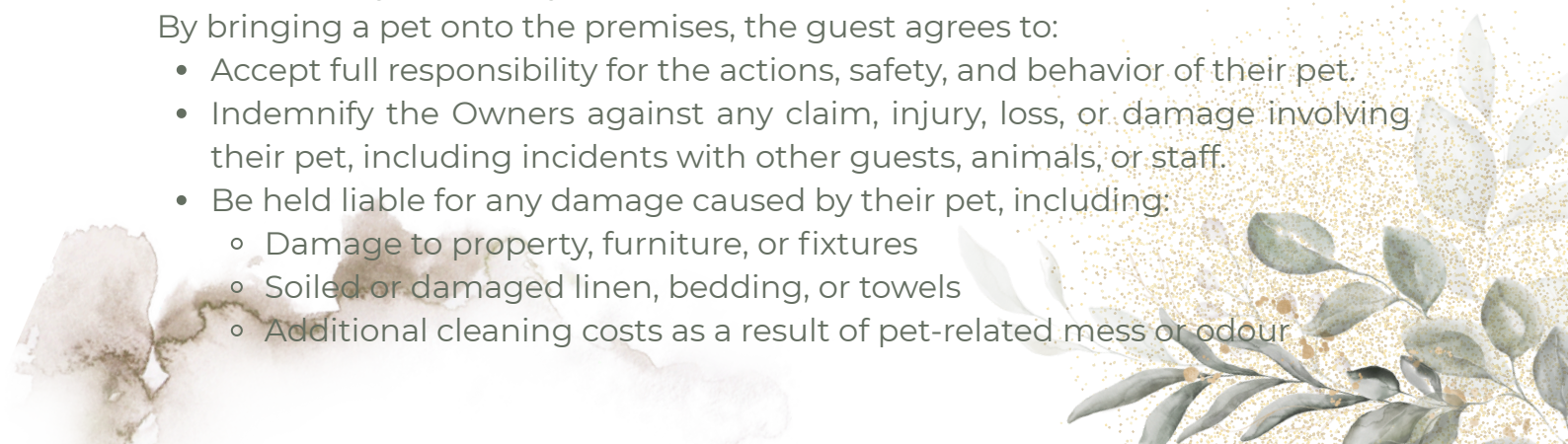
- Only one small, well socialised pet is permitted. Guest pet must be friendly to other cats as we have our own.
- All pets must be fully vaccinated – proof may be required.
- Pets must be professionally groomed within 48 hours prior to arrival.
- Pets must be house-trained, clean, and free from fleas or parasites.
- No pets are allowed on beds or furniture.
- We provide a dog bed, one blanket, and food/water bowls. Please bring any additional pet accessories your pet may need, including toys, food, and poo bags.

General Pet Guidelines

- Pets are welcome at the owner's own risk.
- **Pets must be kept under control and supervised at all times.**
- No pets are allowed in the swimming pool area when other guests are making use of the facilities or at the other cottages.
- Owners must clean up after their pets immediately.
- Aggressive or disruptive animals may result in removal from the premises.
- Any other beds or bedding must be washed prior to arrival.

Pet Indemnity & Liability

By bringing a pet onto the premises, the guest agrees to:

- Accept full responsibility for the actions, safety, and behavior of their pet.
 - Indemnify the Owners against any claim, injury, loss, or damage involving their pet, including incidents with other guests, animals, or staff.
 - Be held liable for any damage caused by their pet, including:
 - Damage to property, furniture, or fixtures
 - Soiled or damaged linen, bedding, or towels
 - Additional cleaning costs as a result of pet-related mess or odour
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Child Policy – Tsitsikamma Gardens Restaurant

Child Policy – Tsitsikamma Gardens Restaurant

We are pleased to welcome families and children to Tsitsikamma Gardens Restaurant.

To ensure a safe, relaxed, and enjoyable experience for all our guests, we kindly ask that the following guidelines be observed:

- Children are welcome under adult supervision at all times.
- Children must remain seated at your table unless accompanied by an adult.
- Running, shouting, or playing in and around the restaurant or service areas is not allowed for safety and comfort reasons.
- Kids are not permitted to pick flowers or swing on the trees.
- Parents or guardians are fully responsible for their children's behavior, safety, and wellbeing during their time on the premises.
- Any damage or disturbance caused by children may result in charges to the supervising adult.

Child Indemnity

By entering the premises with a child or children, the parent or guardian agrees to:

- Accept full responsibility for the safety and conduct of the child(ren) in their care;
- Indemnify the Owners, staff, and management of Tsitsikamma Gardens Restaurant & Cottages from any claims, injuries, damages, or losses arising from accidents, incidents, or behavior involving their child(ren);
- Acknowledge that all activities on the premises are undertaken at the parent or guardian's own risk.

We appreciate your cooperation in helping us maintain a welcoming and safe environment for everyone.





Child Policy – Tsitsikamma Gardens Cottages

To ensure the safety and comfort of all our guests, Tsitsikamma Gardens Cottages has the following policy regarding children:

- Children **over the age of 12** are welcome in Cottage 2, but must be accompanied and supervised by an adult at all times while on the property, especially at the swimming pool area.
- Parents or guardians are responsible for ensuring children do not cause disturbance or damage to the cottages, grounds, or facilities.
- Due to safety considerations, children must not be left unattended near the swimming pool or other potentially hazardous areas.
- Running, loud noise, or disruptive behavior that may affect other guests is not permitted.
- Any damage caused by children will be charged to the responsible adult(s).

Child Indemnity

By bringing children onto the premises, the parent or guardian agrees to:

- Accept full responsibility for the supervision, safety, and conduct of their child(ren) at all times;
- Indemnify and hold harmless the Owners, management, and staff of Tsitsikamma Gardens Cottages from any claims, damages, injuries, or losses arising from any accident, incident, or behavior involving their child(ren);
- Acknowledge that all activities and use of facilities, including the swimming pool and gardens, are at the parent or guardian's own risk;
- Understand that the Owners disclaim all liability for injury, loss, or damage to persons or property relating to children on the premises.

We appreciate your cooperation in helping us maintain a safe and pleasant environment for all guests.





Swimming Pool Rules – Tsitsikamma Gardens

To ensure everyone's safety and enjoyment, please observe the following pool rules:

- 1.Pool Hours: The swimming pool is open daily from 08:00 to 18:30.
- 2.Swim at Your Own Risk: There is no lifeguard on duty. All swimmers use the pool at their own risk.
- 3.Supervision: Children must be accompanied and supervised by a responsible adult at all times.
- 4.Pool Depth: The maximum depth of the pool is 1.6 meters.
- 5.No Running or Rough Play: For your safety and that of others, running, diving, and rough play around the pool area are prohibited.
- 6.No Glassware or Food: Eating, drinking, and glass containers are not allowed in the pool area.
- 7.Cleanliness: Please shower before entering the pool and refrain from using the pool if you have open wounds or contagious conditions.
- 8.Pets: Courtyard Suite guests pets are not allowed in the pool area when other guests are making use of the swimming pool.
- 9.Pool Furniture: Please treat pool furniture with care and do not remove it from the designated pool area.
- 10.Noise: Keep noise to a respectful level to ensure a relaxing environment for all guests.

Thank you for your cooperation. Enjoy your swim!



Tsitsikamma Gardens Restaurant & Cottages
House Rules, Swimming Pool Guidelines & Guest Information
Welcome!

To ensure a safe, comfortable, and enjoyable stay for all our guests, please carefully read the following house rules, pool regulations, and important guest information.

1. Check-In & Check-Out

- Check-in: 15:00–18:00 (late arrivals by prior arrangement only)
- Check-out: by 11:00

2. Occupancy & Visitors

- No visitors allowed at the cottages — registered guests only.
- No children under 12 years permitted on the property due to safety and layout considerations, unless by prior arrangement with management.
- Cottage No 1 may have a maximum of 2 occupants.

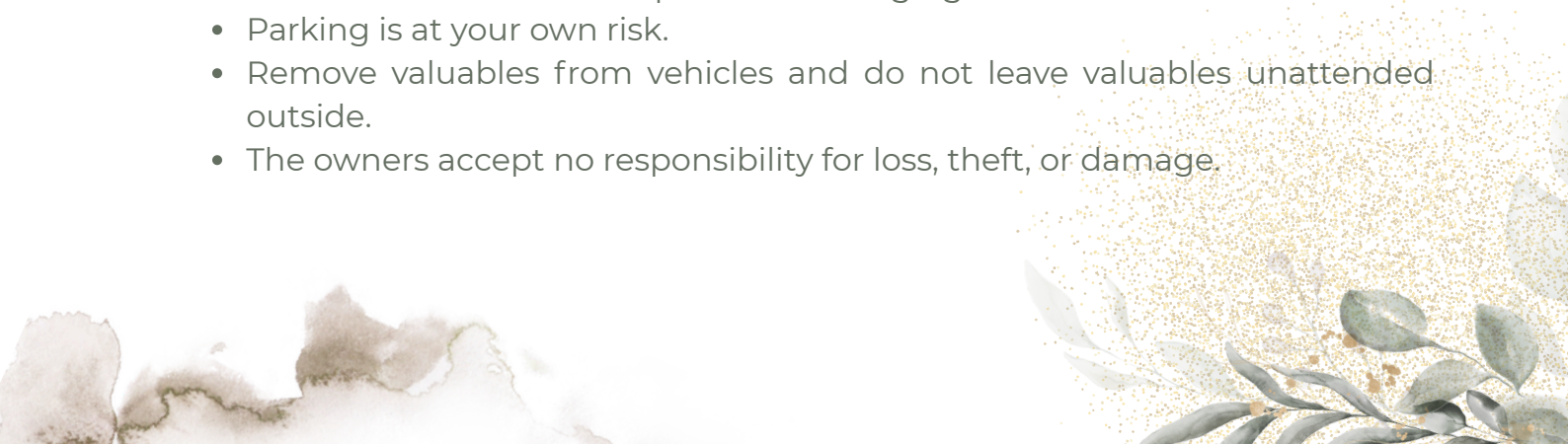
3. Smoking & Pets

- No smoking inside cottages or indoor areas; outdoor smoking allowed only in designated areas.
- Pets: Only one small pet is allowed in the Courtyard Suite, by prior arrangement only. No other pets permitted anywhere else on the property.

4. Swimming Pool Use

- Pool Hours: 08:00–18:30 daily
- Maximum Depth: 1.6m
- No lifeguard on duty — swimming is at your own risk.
- Children must be supervised at all times by a responsible adult.
- No eating, drinking, or glassware allowed around the pool area.
- No running, diving, or rough play permitted for safety reasons.
- Pets are not allowed in or around the pool area when other guests are making use of the swimming pool.
- Please avoid using the pool with open wounds or contagious conditions.
- Pool furniture must remain in the designated area and be used respectfully.
- Please keep noise to a minimum to maintain a relaxing environment.

5. Personal Belongings & Security

- Bring your own beach/pool towels — pool towels are not provided.
 - Lock all doors and secure personal belongings.
 - Parking is at your own risk.
 - Remove valuables from vehicles and do not leave valuables unattended outside.
 - The owners accept no responsibility for loss, theft, or damage.
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Tsitsikamma Gardens Restaurant & Cottages
House Rules, Swimming Pool Guidelines & Guest Information
Welcome!

To ensure a safe, comfortable, and enjoyable stay for all our guests, please carefully read the following house rules, pool regulations, and important guest information.

6. Wi-Fi & Guest Essentials

- Free Wi-Fi is available in public areas with limited daily bandwidth.
- **Wi-Fi Network: Cottage 1**
- **Password: bella1234**
- Wi-Fi is intended for basic use such as messaging and browsing — the speed may not always be suitable for streaming or large downloads.

7. Respectful Conduct

- Quiet hours: 22:00–08:00
- No parties or events permitted. No Visitors.
- Guests must behave respectfully. Disruptive or inappropriate conduct may result in removal without refund.

8. Makeup | Suntan Lotion | Self-tan Lotion:

To help us maintain the high standards of comfort and cleanliness we strive to offer, we kindly ask you to take a few simple steps before retiring for the night:

- Please remove any makeup and suntan/self-tan lotion to help us preserve the quality of our linens.
- If you have recently colored your hair, we kindly ask that you take precautions to avoid any transfer of dye onto the pillowcases or bedding.
- We truly appreciate your cooperation in helping us keep everything fresh and in excellent condition for all our guests.
- This also helps prevent any accidental damage charges.

9. Safety & Liability

- All facilities and activities are used entirely at your own risk.
 - There are no lifeguards or on-site security personnel.
 - The Owners accept no liability for personal injury, loss, or damage to property.
 - Use of gardens, braai areas, and other shared spaces is at your discretion and risk.
 - Guests must review the Indemnity and Conduct Rules provided in the room folder upon arrival.
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Tsitsikamma Gardens Restaurant & Cottages
House Rules, Swimming Pool Guidelines & Guest Information

10. Restaurant Hours, Dinner Options & Shopping Info

- Restaurant Hours: Open daily 08:00–16:00 (last orders at 15:30)
Trading hours may vary in peak season
- Closes at 15:00 on 24 & 31 December
- Closed on 25 & 26 December, and 1 January
- Closure dates or trading changes will be announced on our Facebook and Instagram pages.
- Our restaurant is closed in the evenings.
- You may place a dinner order (limited menu) by 15:00, which can be collected at around 18:00 and enjoyed in your cottage.
- Dinner orders are subject to hostess availability.

Please remember you have booked self-catering accommodation, and evening meals are not guaranteed — plan accordingly.

Important for Cottage Guests:

There are no major supermarkets nearby, so please bring all necessary supplies.

- Nearby shops include:
 - **Royal Shop**, Stormsriver Village — approx. 13 km (10–15 minutes by car)
 - **OK Supermarket**, Kareedouw — approx. 28 km (20–25 minutes by car)
 - **Kareedouw Butchery** — approx. 28 km (20–25 minutes by car)
- **Our restaurant is closed in the evenings.**
- You may place a dinner order by 15:00, which can be collected at around 18:00 and enjoyed in your cottage.
- *Dinner orders are subject to hostess availability.*
- Please remember you have booked self-catering accommodation, and evening meals are not guaranteed — plan accordingly.

Thank You for Your Cooperation!

By staying with us, you agree to abide by these house rules. Your respect for the property and consideration of other guests helps create a peaceful and welcoming environment for all.

Contact & Help
Host: Tilly – +27(0) 72 809 7 891
Office: +27 (0)83 3016 774





Tsitsikamma Gardens – Guest Quick Guide

Key Contact – Hostess

Tilly Meyer | Phone: +27 (0)72 809 7891

Local Security – Gretha +27 (0)76 551 8258

Wi-Fi & Guest Essentials

- Free Wi-Fi is available in public areas.
- **Wi-Fi Network: Cottage 1**
- **Password: bella1234**
- Wi-Fi is intended for basic use only (e.g., messaging, browsing).
- Please note: Streaming and large downloads may be slower or unavailable due to limited bandwidth speed.

Respectful Conduct

- Quiet hours: 22:00–08:00
- No parties or events allowed. No Visitors.
- Guests are expected to behave respectfully.
- Disruptive behavior may result in removal without refund.

Damages & Breakages

- Please note: We do not charge a breakage deposit, however, **guests will be held responsible for all damages incurred during their stay.**
- This includes breakages, stains, or any other damage to property or furnishings.
- **Kindly report any damages immediately or notify us at check-out to avoid misunderstandings.**

Restaurant Hours & Dinner Orders

- Restaurant Open Daily: 08:00–16:00 (last orders at 15:30)
- Holiday Schedule:
 - Closes at 15:00 on 24 & 31 December
 - Closed: 25 & 26 December, and 1 January
- **Updates on hours are posted on Facebook & Instagram**
- Evening Meals:
 - Place orders by 15:00 (limited menu)
 - Ready for pickup around 18:00
 - Subject to hostess availability

Guest Folder

Please take a moment to review the Guest Folder provided in your cottage. It includes:

- House Rules
- Indemnity Information
- Recommended Activities & Attractions in the Area



Emergency & Medical Contacts

All Emergencies (Mobile) 112 Free, connects to police, ambulance, fire

- Police (SAPS Storms River) 10111 / +27 (0)42 281 7700
- Ambulance / Fire (Public EMS) 10177
- Private Ambulance (ER24) 084 124
- Private Ambulance (Netcare 911) 082 911
- Local Security – Gretha +27 (0)76 551 8258
- Crime Stop (Tip-off) 08600 10111
- Poison Control 0861 555 777
- Suicide Helpline / LifeLine 0800 567 567 / 0861 322 322

Medical Facilities Nearby Facility Contact Number

- Kareedouw Hospital +27 (0)42 288 0121
- Kareedouw GP +27 (0)42 288 0601
- Storms River GP +27 (0)42 281 1710
- Mediclinic Plettenberg Bay +27 (0)86 177 7440

In Case of Emergency

If you need to contact emergency services, please remain calm and provide the following key information:

Details to Provide:

- The nature of the emergency (e.g., medical, fire, security, accident)
- Number of people involved
- Type of assistance required (ambulance, fire, police, etc.)
- Your exact location (see address below)

Address to Give Emergency Responders:

Tsitsikamma Gardens Self-Catering Cottages and Restaurant

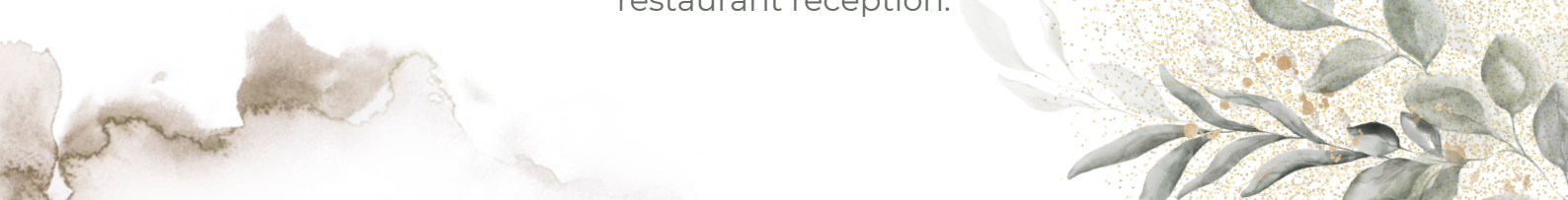
GPS Coordinates: -33.98296, 24.03044

Be as clear and specific as possible when giving directions, especially if signal is weak or you're using a mobile network.

Please Note:

If you find that any kitchen utensils or items are missing during your stay, please feel free to visit our restaurant during trading hours to ask the hostess if one is available for you to use.

We hope you enjoy your stay at Tsitsikamma Gardens!
If you need anything, please don't hesitate to contact the hostess or visit our restaurant reception.





Activities Near Tsitsikamma Gardens

Our GPS Location: -33.98296, 24.03044

1. Tsitsikamma National Park

Explore ancient forests, suspension bridges, and stunning coastal trails.

- Activities: Hiking, canopy tours, kayaking, snorkeling, birdwatching
- Distance: About 10 km from Tsitsikamma Gardens
- Website: www.sanparks.org/parks/tsitsikamma
- Phone: 042 281 1607

2. Storms River Mouth Suspension Bridge

A must-see iconic suspension bridge over the Storms River gorge offering breathtaking views.

- Distance: About 12 km
- Website: www.sanparks.org/parks/tsitsikamma/tourism.php
- Phone: 042 281 1607

3. Tsitsikamma Canopy Tour

Experience a thrilling zipline adventure through the indigenous forest canopy.

- Distance: About 11 km
- Website: www.tsitsikammacanopytour.co.za

4. Bloukrans Bridge Bungee Jump

Home to the world's highest commercial bungee jump at 216 meters.

- Distance: Approx. 40 km
- Website: faceadrenalin.com/activities/bungee-jump/bloukrans-bridge

5. Kayaking on the Storms River

Guided sea kayaking tours through the beautiful Storms River and coastal caves.

- Distance: About 12 km
- Website: www.stormsriver.com
- Phone: 042 281 1836

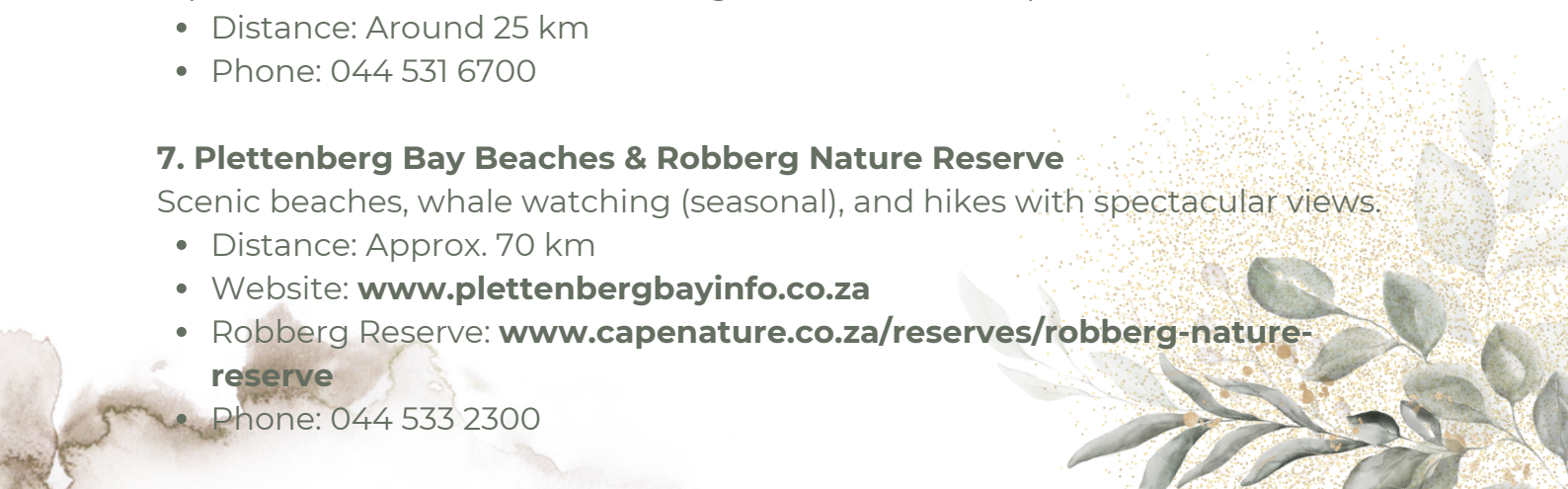
6. Nature's Valley Beach

A pristine beach ideal for swimming, beach walks, and picnics.

- Distance: Around 25 km
- Phone: 044 531 6700

7. Plettenberg Bay Beaches & Robberg Nature Reserve

Scenic beaches, whale watching (seasonal), and hikes with spectacular views.

- Distance: Approx. 70 km
 - Website: www.plettenbergbayinfo.co.za
 - Robberg Reserve: www.capenature.co.za/reserves/robberg-nature-reserve
 - Phone: 044 533 2300
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Activities Near Tsitsikamma Gardens
Our GPS Location: -33.98296, 24.03044

8. Monkeyland & Birds of Eden

Sanctuaries dedicated to primates and birds offering guided tours.

- Distance: About 75 km
- Websites:
 - **Monkeyland:** www.monkeyland.co.za
 - **Birds of Eden:** www.birdsofeden.co.za
- Phone: 044 534 8906

9. Untouched Adventures – Tsitsikamma

Offering adrenaline-filled activities including ziplining, abseiling, and hiking in the heart of the Tsitsikamma forest.

- Distance: Approximately 12 km
- Website: www.untouchedadventures.co.za
- Phone: 042 281 1214 or 060 865 8130

11. The Big Tree

A majestic ancient yellowwood tree estimated to be over 800 years old, located in the Tsitsikamma Forest, ideal for nature lovers and photographers.

- Distance: About 12 km
- Phone: 042 281 1607

12. Segway Tsitsikamma – Storms River Village

Experience guided Segway tours through the indigenous forests and quaint village.

- Distance: About 11 km
- Phone: +27 (0)81 320 3977
- Website: www.segwayfun.co.za
- Location: 40 Darnell Street, Storms River Village, 6308
- Operating Hours: Daily from 08:00 to 17:00

13. Tsitsikamma Wolf Sanctuary

A conservation project dedicated to the protection and rehabilitation of African wolves and other indigenous wildlife. Visitors can take guided tours to learn about the sanctuary's work, see the animals up close, and support wildlife preservation efforts.

- Distance: Approx. 15 km from Tsitsikamma Gardens
- Website: www.tsitsikammawolfsanctuary.co.za
- Phone: 042 281 7111 or 044 534 8055
- Note: Booking ahead is recommended for tours and visits.

Tip: Consult the local guide map for more information about activities and restaurants in the area.

