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Reg Nr: 2014/049651/07
Vat Nr: 4510249990

Terms & Conditions

General

- Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse, reserves the right of admission.
- All Guests/Students/Hirer's enters the premises of Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse at their own risk.
- All vehicles parked on the premises of Dicla Training and Farming (PTY) Ltd and Chateau de Dicla, is parked at own risk.
- No vehicles may be parked on lawns - neither blocking the driveways.
- Student/Company/Guests or Hirer's hereby agree and indemnify Dicla Training and Farming (PTY) Ltd and Chateau de Dicla, on behalf of themselves and the members of their parties that neither this establishment, its owners, employees nor agents shall be held responsible for any injury or death of any person, cost of losses suffered or incurred by Dicla Training and Farming (PTY) Ltd or Chateau de Dicla due to claims, demands, suits, proceedings, actions, losses, judgments, damages, costs (including all reasonable legal fees), expenses, fines or penalties or actions against Dicla Training and Farming (PTY) Ltd or Chateau de Dicla arising out of or relating to a third party's actual or alleged harm, loss or damage caused to your or a delegate's person or property due to any cause other than our gross negligence or wilful conduct.
- We hereby advice Students/Guests and Hirer's to always be cautious and be aware of safety at all times.
- Any damage caused by Students/Guests or Hirer's, to property and premises of Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse, due to bad behaviour or carelessness will be for the Students/Company/Guests or Hirer's account.
- Any damage to the Property or its contents should be reported immediately upon arrival to the Owner/Management. If guests fail to do so, they will be held liable for any damage to the property or content.
- No information on our website may be published, copied, or sold in any form without the written approval and consent of Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse.
- Information supplied to Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse, will only be used for communication and administrative purposes. Information will not be used to send unsolicited emails and will not be divulged to any other party.
- Although every care has been taken to provide accurate information, Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse, will not be held responsible and will not accept liability for any loss or damage caused by any act or consequence arising from applying such information.
- Swimming pool rules:
 - Swimming pool may not be used without the express permission of Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse.
 - Guests/Students, Hirer's and Visitors making use of the Swimming pool is completely at own risk.
 - Children attending Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse premises, using, or intending to use the Facilities, must be accompanied, and supervised by a responsible adult at all times.
 - No running is allowed around the Swimming pool.
 - All Guests/Students and Hirer's and Visitors must follow the rules and regulations of using the Swimming Pool.
 - Instructions must be followed to the letter, failure to do so will result in their being liable for any damage or issues caused.
- It is the responsibility of the Guest/Student and Hirer's to read the health and safety policy which is copied into your welcome folder and is on display in the reception areas, as well as the normal operating plan (NOP) as defined above along with the emergency operating plan (EOP).
- No illegal, indecent or immoral activity is permitted on the premises of Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse.

- No smoking allowed inside of Chateau de Dicla Guesthouse.
- No smoking allowed inside Lapa/Function Venue.
- No smoking allowed inside the training facility building of Dicla Training and Farming (PTY) Ltd.
- No firewood allowed to use in build in braai (Lapa).
- Unauthorised persons/visitors are not allowed on the premises without Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse, prior consent.
- Guests/Students and Hirer's are responsible for:
 - the good conduct of all members of its group, and/or authorised visitors during the period of training, staying at our Guesthouse or hiring our Venue.
 - the preservation of the equipment and surrounding areas.
 - informing members of its group and/or authorised visitors of the Terms and Conditions within this document.
 - informing members of its group and/or authorised visitors of the Fire Regulations and precautions whilst on the Premises and/or using the Facilities, the Normal Operating Plan (NOP), Emergency Action Plan (EAP) and the Safety Policy.
 - ensuring that any children attending, as part of the Member's or Hirer's Group are accompanied by a responsible adult and properly supervised at all times whilst they are on Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse premises and/or using the Facilities.
- Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse, reserves the right to access the facilities and the premises at any time during your stay.
- Our Guests/Students/Visitors and Hirer's safety is our top priority and should anyone not comply with these Terms and Conditions set out, responsible person will leave the premises immediately.
- If the key(s) or remote(s) are lost or not returned for any reason whatsoever, the Guest/Hirer will be held responsible for any security costs incurred as a result of not returning them to authorized manager.
- Items left behind on by Guests/Students/Visitors or Hirer will be kept for one week to be claimed, depending on the value of the item. You can arrange with a courier to pick up the items left behind from our premises during office hours.
- In case of any Medical Emergency, Netcare Pinehaven Hospital is located 11km from Dicla Training and Farming Centre.
- These terms set out the full extent of our obligations and liabilities in respect of the supply of the Training Courses, Training Materials, and related documentation. In particular, there are no conditions, warranties, representations or other terms, express or implied, that are binding on us save as specifically stated in this Agreement.
- Dicla Training and Farming (PTY) Ltd and Chateau de Dicla Guesthouse, reserves the right to amend the Terms and Conditions at any given time.
- The Guest/Student or Hirer hereby confirms that the information provided by him/her is both accurate and correct.
- The Guest/Student or Hirer further agrees to update the information supplied, as and when necessary or if requested to do so, to ensure the accuracy of the above information, failing which Dicla Training and Farming (PTY) Ltd and Cateau de Dicla Guesthouse will not be liable for any inaccuracies.
- The person/individual that makes the initial booking will be deemed the responsible person for settling the account and no third-party correspondence will be entered into.
- Payment method – preferably Electronic Funds Transfer, but we also accept Debit and/or Credit cards.

Dicla Training and Farming banking details:

Account name: Dicla Training and Farming (PTY) Ltd

Bank: Absa Bank

Branch code: 630 841

Account number: 4072 1346 99

Or

Account name: Dicla Training and Farming (PTY) Ltd

Bank: FNB Bank

Branch Code: 210 835

Account number: 6305 6913 130

- Proof of Payment is to be emailed to training@dicla.com/info@diclatraining.co.za to confirm booking.

Students Attending Training Courses Information

- Training Courses will start on a Tuesday at 8AM and ends on a Thursday or Friday at 1PM depending on Courses.
- Training Courses will start each day at 8AM and will end at 4PM.
- Students making use of our Accommodation, must check in on a Monday between 2PM and 6PM.
- Transport to be arranged by students' self, to and from Dicla Training and Farming Centre if Student is not making use of our Accommodation.
- Training equipment and Course material will be supplied by Dicla Training and Farming (PTY) Ltd. Under no circumstances may the information of training material be published, copied, or sold in any form without the written approval and consent of Dicla Training and Farming (PTY) Ltd.
- Accommodation is not included in the Training Course Price; it will be quoted separately.
- Dicla Training and Farming (PTY) Ltd reserve the right to change prices.
- Full payment of Training Course amount is required 7 working days prior to commencement of training to ensure booking.
- Cancellation of Training Course to be done 7 working days prior to commencement of Training Course.
- Dicla Training and Farming (PTY) Ltd will charge 50% of the Training Course amount as cancellation fee, done less than 7 days prior to commencement of the course and the full amount of the Training Course will be charged, should the candidate fail to attend the course once his/her place has been booked and confirmed.
- Dicla Training and Farming (PTY) Ltd will make every effort to accommodate the needs of a student. At the time of making a booking for a Training Course, please provide full details of any special food requirements that may require special attention.

Accommodation Chateau de Dicla Guesthouse information

- Check-in time: 2PM – 6PM
- Check out time: 10h30AM
- 50% payment of given quotation must be paid to confirm booking and the outstanding amount to be settled 7 working days before arrival.
- Cancellation of accommodation to be done 7 days prior to arrival. Chateau de Dicla Guesthouse will charge 50% of given quotation for cancellation fee, done less than 7 days prior of arrival. No refunds will be done if guest fail to check in on confirmed booking date.
- Late Arrivals: If you will be checking in after 6PM, please arrange with us prior to arrival.
- Late Arrivals: If you arrive later than 9PM, an additional fee of R200.00 will be charged to make provision for staff overtime.
- In the event of a premature departure, the full amount of the stay as originally booked and confirmed will be charged.
- Special food Requirements – Chateau de Dicla will make every effort to accommodate the needs of our guests. At the time of making a booking for accommodation, please provide full details of any special food requirements that may require special attention.
- Swimming pool rules – see “General Terms and Conditions”.
- Unauthorised persons/visitors are not allowed on the premises without Chateau de Dicla's prior consent.
- Only guests whose names appear on the invoice will be permitted on the Guest House premises.
- Any unauthorised persons that were not originally booked and paid for will be fined at a premium rate of R920.00 per person.
- Laundry facilities:
 - Laundry can be provided by prior arrangement and an additional fee of R70.00 pp/pd.
 - Under no circumstances are guests allowed to operate the washing machines on their own.

Chateau de Dicla Venue Hire Information

- Payment of given quotation must be paid in full to confirm booking.
- The person/individual that makes the initial booking will be deemed the responsible person for settling the account and no third-party correspondence will be entered into.
- Check-in time: 2PM – 6PM
- Check out: 10h30AM
- Cancellation to be done 7 working days prior to Function. Chateau de Dicla will charge 50% of given quotation for cancellation fee, done less than 7 days prior of function. No refunds will be done if Hirer fails to appear or arrive on date of booking.
- All music to be turned down by 23h00 and must be kept at an acceptable volume that does not cause disruption or disturbance to the surrounding/neighbouring areas.
- All functions should end by midnight (24h00) unless arrangements have been made by no later than 23h00 with the manager on duty.
- Swimming rules – see “General Terms and Conditions”.
- Chateau de Dicla Venue can accommodate up to 50 Guests.
- Venue fees include the following:
 - Tables, chairs, tablecloths, cutlery, crockery, glasses, 2 chafing trays, freezer, double door display fridge, stove, and oven.
- Hirer to supply own charcoal/briquettes and firelighters.
- No firewood allowed in build in braai.
- Spitbraai to hire for an additional cost.
- Hirer to supply own 9kg Cylinder with gas.
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The Guest/Student/Hirer's signatory hereby confirms that he/she has read and understood all the terms and conditions of this agreement and confirms that the Guest/Student/Hirer hereby accepts and agrees to abide by them.

Client Full Names: _____ ID NO: _____

SIGNED at _____ on the _____ day of _____ 20____ in the presence of the undersigned witnesses.

SIGNATURE of Client _____

WITNESS 1: Full Names: _____ ID NO: _____

SIGNED at _____ on the _____ day of _____ 20____

SIGNATURE _____

WITNESS 2: Full Names: _____ ID NO: _____

SIGNED at _____ on the _____ day of _____ 20____

SIGNATURE _____

DICLA TRAIING AND FARMING (PTY) Ltd

Duly authorised, Full Names: _____ Position: _____

SIGNED at _____ on the _____ day of _____ 20____ in the presence of the undersigned witnesses.

Authorised person's SIGNATURE _____

WITNESS 1: Full Names: _____ ID NO: _____

SIGNED at _____ on the _____ day of _____ 20____

SIGNATURE _____

WITNESS 2: Full Names: _____ ID NO: _____

SIGNED at _____ on the _____ day of _____ 20____

SIGNATURE _____