
LOYALTY CARD HOLDER, GENERAL GUEST & CLUBHOUSE RULES, AND APPLICATION PROCEDURE

The enforcement of the Sand River Dam (SRD) rules is essentially entrusted to the self-discipline of all Loyalty Members and General Guests. Please use common sense; be respectful to your fellow Guests and Staff. If there are concerns about a practice or unsure about a circumstance, seek out a knowledgeable LM or Management for clarification.

Rules and Regulations:

1. Anyone who would like to apply for a Loyalty Card must complete the application form and provide the information required. Documents required will be copies of each loyalty card holder's ID or passport and passport photos. This data will be used to print a unique ID card. A client profile will be made, including all dependents. All members will receive a card with the joining and expiry date, a unique Clint Code, and a photograph for easy identification.

Memberships are for immediate family living at the same address. Children not living at the address or no longer students dependent on their parents must apply for their own LMC or pay General Guest fees. Students must provide a student card or letter from the university or college confirming their enrolment.

2. Subscriptions shall become due and payable on the commencement of the Mananga Club's financial year (1st April). If your previous subscription has expired, you shall no longer receive membership benefits until full payment has been received. A pro-rata rate will be considered for the first year only.
3. Bookings are essential cancellations required.

Contact the receptionist (mcloreception@res.co.sz) to make your reservation. State arrival date and time, the number of adults and children, as well as the departure date. As with all hospitality bookings, the reservation will only be confirmed once we receive a 50% deposit. Cancellations are free if the reservation is cancelled 48 hours or more before arrival, and if the cancellation is late, the deposit will be forfeited. Credit card details may be used to secure a booking on the condition the relevant forms have been completed and signed.

Loyalty Card Holders (LCH's) must produce a valid loyalty card at check-in, including cards for all family members who will be making use of the facility. Failure to be able to do so may result in your use of the facilities being denied. This request is to protect our LCH's and Guests.

Upon check-in, all vehicles and trailers must be registered. All guests will receive a vehicle permit which must always remain visible on the dashboard. Vehicles may not leave the main road to the Dam and camping sites. These measures are for control and security purposes.

Valid members will automatically receive the discounted rate and discounts on meals, Mananga Club accommodation and beverage loyalty points. The loyalty points can be used as payment or part payment for meals and refreshments. Loyalty points are not redeemable for cash.

4. All guests will receive an armband pass which must always be worn. This is essential to ensure only registered visitors have access. Lost bands must be replaced immediately at the cost of E150.
5. Loyalty members are required to carry their membership cards when visiting the Dam, and cards must be shown to any member of staff upon request.
6. Loyalty cards are non-transferable and can only be used by the named card holder. Sharing Loyalty Cards is not permitted.

Any boat with more than one owner must ensure each owner has a Loyalty Card to receive the LCH benefits.

7. LCHs may not invite or bring guests at the discounted Loyalty rate.
8. Lost Loyalty Cards must be reported immediately. Replacement cards will cost E250 per card. The lost card will be deactivated and will no longer be readable at check-in or any of the speed points.
9. No speeding is allowed within the Club grounds or the roads within the Sand River Dam conservation area. The maximum speed limit 30km/hr. Please be considerate if a vehicle approaches with a boat or trailer.
10. Overnight guests must remain within their designated camping zone, and this includes the registered vehicle.
11. The Dam facilities are not to be used for commercial fishing, and no net fishing is allowed.
12. No persons are permitted to climb on, sit on, tamper with or fish from another person's boat or property without written permission from the owner, sent to Club Management via the reception email address.
13. No children may make use of the swimming pool or Dam unattended. An adult must always accompany children under the age of ten (10). A competent swimmer adult must accompany children and adults who cannot swim.
14. Members shall conduct themselves in a way that conforms to the long-term objectives of Sand River Dam and all licensing laws, causing neither insult nor injury to any other person.
15. There may be NO NOISE at any time. No noise from vehicle radios, phones or portable devices is allowed. No shouting or noise that may disturb other guests using the facility.
16. Inappropriate behaviour deemed as disrespectful to others, loud profanity and the like will not be tolerated.
17. No littering will be tolerated. What you bring with you, you take home. Any LCH or ordinary guest found littering could have their membership revoked without reimbursement, and General Guests will be blacklisted from all RES Clubs.
18. Cigarette butts and other non-biodegradable items must be disposed of in the allocated bins provided.
19. Suitable & proper attire must be worn, and the toilets must be used. No urinating in the bush.

20. Management reserve the right to ask any LCH or general guest to leave the premises if they believe they are not adhering to the Dam rules
21. Alcohol may not be sold to or consumed on the Dam or Club premises by anyone under 18.
22. The maximum time allowed at the slipway is 20 minutes.
23. If the conduct of any LCH or General guest, either within or outside of the Mananga Club or Dam, shall, in the opinion of the Club or RES management, have a detrimental effect on the facilities or its members or guests, the management reserve the right to revoke their membership without reimbursement. Examples of conduct which would be unacceptable include but are not limited to; racist remarks or behaviour and malicious damage to RES, LCH or Guest property. Guests or LCH failing to take responsibility for their children. Insulting, aggressive, or unnecessary behaviour towards staff, management, other Loyalty members or guests. Using social media to discredit or defame Mananga club, the Dam as a facility, management, its LCHs, guests or staff. As well as any incidents where the Police, Security or Game Rangers have been called to assist with an issue of behaviour at the Dam or Mananga Club Facility.
24. The Dam and its facilities must be used respectfully. Suppose any LCH, their children, or any day or overnight guests cause damage to RES or Guest property. In that case, the offending member or guest will reimburse Mananga Club / RES or fellow guest in full or partial payment towards replacement or repair of the damages.
25. Any problem should be reported (including facility issues) to the Dam Manager or Club Management promptly. Emergency contact details will be provided.
26. Dogs are not permitted at the Dam or on the Mananga club grounds, with the only exception of guide dogs.
27. Fishermen or Ladies who exceed the maximum number of fish or size allowed, will be fined E500.00 and could have their membership revoked without reimbursement.
28. Only activities permitted and approved by the management will be allowed to occur at or on the Dam premises.
29. All Day Visitors must leave the dam premises at the stipulated time (seasonal)
30. Any Loyalty member or General guest breaking any Dam rules could have their membership revoked without reimbursement.
31. The use of Sand River facilities and equipment shall be at the risk of the user and boat owner. RES, LCS Management or staff shall not be liable for any loss or damage to any boat, boating equipment, or personal injuries or death resulting from such use.
32. Sand River Dam Rules and Regulations may be changed without prior notice, but will be communicated with all relevant parties.