



Western Cape
Government

Cultural Affairs and Sport



Western Cape Cultural Commission
Wes-Kaapse Kultuurkommissie
Ikhomishoni yeNkcubeko YeNtshona Koloni

Cultural Facilities Usage Policy

WESTERN CAPE CULTURAL COMMISSION (WCCC)

CULTURAL FACILITIES USAGE POLICY

CONTENTS

1.	PURPOSE.....	3
2.	SCOPE.....	3
3.	POLICY STATEMENT.....	3
4.	TERMS AND CONDITIONS.....	4
5.	EXEMPTIONS.....	5
6.	DEPARTMENTAL USAGE.....	5
7.	RESERVATIONS AND APPLICATION PROCESS.....	6
8.	FINANCE AND ADMINISTRATIVE PROCESS	6-7
9.	ARRIVAL AND DEPARTURE PROCEDURE.....	8
10	CANCELLATIONS OF CONFIRMED BOOKINGS.....	8
11	DISCLAIMER CLAUSE.....	9
12	EFFECTIVE DATE AND REVIEW.....	10

1. PURPOSE

The purpose of the Cultural Facilities Usage Policy is to provide a systematic framework for the usage, reservation and payment processes for users of the facilities.

2. SCOPE

- 2.1. The Cultural Facilities Usage Policy applies to all users of the facilities managed by the Western Cape Cultural Commission as contained in the Western Cape Cultural Commission and Cultural Councils Act, Act 14 of 1998.
- 2.2. The Accounting Authority of the public entity must manage revenue efficiently, economically and effectively by developing appropriate and transparent procedures that provide for the identification, collection, recording and reconciliation of revenue.

3. POLICY STATEMENT

The Western Cape Cultural Commission is committed to ensure impactful, citizen-centred service delivery which aims to create public value by:

- 3.1 Ensuring compliance with relevant policies and procedures
- 3.2 Communicating standing operating procedures to all users and clients of the cultural facilities
- 3.3 continually improving its practices and policies to adapt to the dynamic environment in which the Western Cape Cultural Commission operates
- 3.4 Providing a tranquil space in an idyllic environment for persons to explore their inner potential and to
- 3.5 Provide a safe space for self-expression, reflection and contemplation.

4. TERMS AND CONDITIONS

The Western Cape Cultural Commission is mandated to promote, develop and preserve arts and culture in the Western Cape. The cultural facilities must be used in accordance with the terms and conditions as specified below.

- 4.1 Only adults (persons 18 years and older) are permitted to make reservations
- 4.2 Adult supervision is compulsory where participants are under 18 years of age
- 4.3 Reservations are strictly on a first-come-first-served basis and no exceptions will be made.
- 4.4 Clients will only have access to the areas reserved and paid for.
- 4.5 Occupancy is not to exceed the capacity of the facility reserved.
- 4.6 Day reservations will be charged per person whilst overnight is per chalet.
- 4.7 Annually, the facilities will be closed for a period of two weeks commencing at the end of 3rd week in December until the 2nd week of January.
- 4.8 Facilities are not available for purposes of commercial gain.
- 4.9 Activities related to political parties and trade unions are prohibited.
- 4.10 Activities promoting any religious dogma or cult practices are prohibited.
- 4.11 Staff is only available at the facility to assist client with matters related to the operations which may -prove challenging during the stay at the facility.
- 4.12 No goods or items for sale, or subletting of the facility or any part thereof will be allowed.
- 4.13 All equipment and any assistance devices must be declared on arrival.
- 4.14 Right of admission is reserved.

5. EXEMPTIONS

The following are not permitted for the duration of occupancy at the facilities:

- 5.1 Appliances which pose a fire risk at any of the sleeping quarters
- 5.2 Equipment posing a risk to the movable and immovable assets of the facilities as well as to the safety of clients
- 5.3 No fire-arms or dangerous weapons
- 5.4 No pets allowed, except guide dogs for the blind and visually impaired
- 5.5 Use of alcohol
- 5.6 Illegal substances are strictly prohibited
- 5.7 Legislation prohibits smoking in public areas therefore clients are required by law to smoke in designated areas.

6. DEPARTMENTAL USAGE

- 6.1. The Western Cape Premier may make use of the WCCC facilities for official business, in line with the policy guide and at no cost.
- 6.2. All Ministers of the Provincial Government may make use of the WCCC facilities for official business, in line with the policy guide and at no cost for day usage. However, for consecutive day usage the Department or Minister will be billed accordingly,
- 6.3. Ministers of the Provincial Government will be billed at the approved tariffs for overnight stays.
- 6.4. All Provincial Departments, inclusive of the Department of Cultural Affairs and Sport, will be charged the approved tariffs for overnight usage.
- 6.5. The Department of Cultural Affairs and Sport will be exempted from payment for one-day usage only, but will be billed for consecutive one - day usage.

7. RESERVATIONS AND APPLICATION PROCESS

Information pertaining reservations and usage of the facilities is accessible on:

- www.westerncape.gov.za/cas.
- <https://cultural-facilities.westerncape.gov.za/spbook/booking.html>

- 7.1 All reservations are made electronically and clients must register online.
- 7.2 The Western Cape Cultural Commission accepts reservations up to one year in advance; with the year ending at the end of the corresponding month (i.e. reservations can be made on 1 December for the period up to 31 December the following year)
- 7.3 Tariffs for advanced reservations are subject to change without prior notice, should tariffs change.
- 7.4 All confirmations will be communicated via email, using the reservation number.

8. FINANCE AND ADMINISTRATIVE PROCESS

All provisions, terms and conditions in the policy executed by officials remain unmodified and in full effect, except those specifically modified and agreed upon.

8.1. Tariff

Tariffs are as per the tariff register for daily and overnight accommodation and are subject to change without prior notification. (See brochure)

8.2. Reservations:

- 8.2.1. No cash for reservations will be accepted at the cultural facilities.
- 8.2.3 Reservations are only confirmed on receipt of a confirmation letter via the generic email address: Cultural.Facilities@westerncape.gov.za .
- 8.2.4 A R1 000 refundable deposit will be included into the amount required when making a reservation, which is payable within seven working days from the confirmation letter date.

- 8.2.5 A 50% payment of the full amount must be paid within three (3) weeks of receipt of the confirmation letter.
- 8.2.6 The balance must be paid in full one month prior to the actual reservation date.
- 8.2.7 It remains the client's responsibility to ensure that the proof of payment (i.e. deposit slip or internet bank confirmation) is uploaded onto the electronic system.
- 8.2.8 Failure to do so will result in an automatic cancellation via an email notification.
- 8.2.9 In the event of a reservation made less than one month before the actual reservation date, the full amount is payable within 48 hours after the confirmation of the application.
- 8.2.10 All prior debt must be cleared before any new reservation can be considered.

8.3. Damages, breakages and loss:

- 8.3.1 Upon departure, any damages or losses are to be recorded and signed for by both parties.
- 8.3.2 The client will be liable for any costs recorded which are related to damages to the facilities, and loss of keys and remote controls.
- 8.3.3 Should there be any damages, breakages or losses, the R1000.00 refundable deposit will be forfeited. A detailed invoice will be provided with the deductions and the damages exceed R1000.00 the client will be liable to pay the difference.
- 8.3.4 Any additional cost due to damages, breakage or loss will be invoiced to the client.
- 8.3.5 The invoice must be paid in full within 30 days of receipt of invoice.

9. ARRIVAL AND DEPARTURE PROCEDURE

All arrivals and departures of clients will be managed as follows:

- 9.1 **Overnight booking:** Arrival time is 14:00; departure time is 10:00
Day booking: Arrival time is 8:00; departure time is 16:00
- 9.2 If a client does not vacate the cultural facility at the agreed departure time, the client will forfeit the refundable deposit of R1000-00.
- 9.3 Booking verification will be requested on arrival.
- 9.4 Failure to produce proof may result in access being denied.
- 9.5 Should the head count, upon arrival, exceed the number booked and paid for, the difference in the amount owing must be deposited immediately, as entrance to the facility will only be allowed once proof of payment has been provided.

10. CANCELLATIONS OF CONFIRMED BOOKINGS

All cancellation for confirmed and fully paid bookings is subject to the following provisions:

- 10.1. Confirmed reservations cancelled 60 days or more prior to the reservation arrival date can be refunded in an amount equal to 50% of the total payment. The Commission shall retain 50% of the full reservation value.
- 10.2. Confirmed reservations cancelled less than 30 days prior to the reserved arrival dates will forfeit the total payment.
- 10.3. No refunds for fewer people arriving than was booked and paid for.
- 10.4. All confirmed reservations must be cancelled in writing.

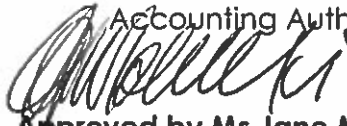
11. DISCLAIMER CLAUSE

In making the cultural facilities available for utilisation by clients under this policy, the Western Cape Cultural Commission, under the auspices of the Department, will not accept accountability or liability arising from any of the following eventualities during the usage of the facilities:

- 11.1. The Department is not liable for any damage of material property, loss, or accidental injury, death, sickness or indisposition of any person/ persons which may occur during the occupation and/or usage of the cultural facility.
- 11.2. Theft, loss or damage to any personal property, whether or not allegedly due to the negligence of WCCC or the Department.
- 11.3. Clothing or any other items allegedly left behind at the facilities and
- 11.4. Any alleged damage or defect of any vehicle.
- 11.5 The Commission will not be held liable for interruptions of services by the Local Municipality regarding water, electricity, sanitary services etc.

12. EFFECTIVE DATE AND REVIEW

This policy will be effective as from the date approved and signed by the Accounting Authority.


Approved by Ms Jane Moleleki

WCCC Accounting Authority

Date: 7/11/18

