



Berg River Resort

T 021 007 1852/3

F 086 215 1401

E info@bergriverresort.co.za

www.bergriverresort.co.za

R45 FRANSCHHOEK ROAD, PAARL, 7646

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ACCOMMODATION TERMS AND CONDITIONS

1. General Conduct

The guest agrees to abide by rules of the Resort and to ensure that their guests and persons under their control in no way be or become an annoyance, or in any way interfere with the general comfort of fellow guests. As a consideration to everyone, we have a no music policy and by 11pm the resort must be quiet.

2. Bookings

Bookings for families and couples are allowed. Bookings from persons under 18 years of age cannot be accepted.

Preference is given to longer bookings during the peak season. The minimum booking period for the Easter weekend is 4 nights.

3. Deposits

Bookings are only valid upon receipt of the full deposit. Provisional bookings have to be confirmed with the deposit within 14 days, or on the date stated on the invoice/confirmation letter. The acceptance of a deposit by the Resort constitutes a legal contract between the resort and the hirer. Deposits are refundable under certain conditions. Arrangements can be made to pay the deposit in instalments, as long as the full deposit is paid before the due date.

4. Accounts

The balance of the account is due strictly on arrival. However, to comply with Covid-19 regulations, pre-payment of the total amount is required before arrival. Proof of payment for the full amount must be sent by the due date as stated on the invoice. In the event of non-payment by the due date, the Resort reserves the right to cancel the booking.

5. Cancellations

Cancellations, in writing, will be accepted. Refunds are based on the period between cancellation and date of arrival.

Time period between cancellation and date of arrival	Cancellation fee as a percentage of deposit due
More than 90 days	- 20%
60 – 90 days	- 30%
30 – 59 days	- 50%
Less than 30 days	- 100%
14 days or less	- All monies paid will be forfeited



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6. Occupational Timetable

The hiring of a chalet or site commences at 2pm on date of arrival and terminates at 10am on the day of departure. It is the responsibility of the hirer to make sure about the departure time. No arrivals after 7pm as a courtesy to fellow campers.

7. Visitors

The number of day visitors may be restricted at the management's discretion. Day and overnight visitors to residing guests will only be permitted with permission of management and right of admission is reserved. A fee, regardless of age will be levied. Visitors will be charged the normal camping rates, even if they occupy the same site as the residing guests.

8. Occupational rights

Right of admission is reserved. Management reserves the right to refuse accommodation to any person who, in the opinion of Management is not suitable to take responsibility. In such cases, all hire charges paid shall be refunded in full and the contract shall be cancelled. Management also reserves the right to ask any guest to leave the resort if such a guest persists in breaking the rules of the Resort. In the event of a serious offence, no refunds will be made.

9. Permitted Number of persons

The maximum number of persons specified for stands and chalets is strictly enforced.

10. Rights

Management reserves the right to relocate a booking to another unit or stand if necessary. Management reserves the right to enter any accommodation under special circumstances or in emergencies.

11. Ground sheets

Only aerated type ground sheets allowed on grassed areas.

13. Pets

Dogs and cats are not permitted under any circumstances.

14. Laundry facilities

Automatic washing machines and tumble drier are located adjacent to bathroom number 4, opposite the waterslide. Tokens can be bought at reception. Visitors to supply their own washing powder.



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15. Berg River Café

The Gatskop cafe is operated by an outside agent. The business hours of the Gatskop cafe varies depending on the season. The business hours will be advertised outside the entrance to the cafe. They serve light meals and take-away meals. Boats/canoes are available for hire. They also cater for group functions. Please check with the office before assuming it is in operation. Contact number 0823252780.

16. Waterslide and mini-golf

These facilities are operated by an outside agent. Their hours are also seasonal. Please check with the office before assuming it is in operation.

17. Security

The security of our visitors is very important to us. Please report any problems to the office staff or the security officer on duty on 0634374237.

18. Indemnity

The company and its management accepts no responsibility for any deaths, injury or illness sustained or suffered by any person, or theft, loss or damage to any property, occurring within or arising from a visit or visits to the resort howsoever caused and whether allegedly due to the negligence of the company or any of its personnel or agents, or arising from the use of any facilities.

19. Important

The B-block is exclusively reserved for caravaners. Tents are permitted in the A, C, D and E blocks and the Bush camp. Arrival time is after 2pm. No arrivals after 6pm. Check-in hours are extended on Fridays and peak periods until 7pm. The speed limit throughout the resort is 10km/hr. Pets are not allowed in the resort. Berg River Resort staff should not be hindered in performing their duties. Please, do not, under any circumstances give them alcohol while on duty.

Berg River Resort offers a family-orientated breakaway in a peaceful environment therefore a no music policy is applied.

Privacy Policy

Berg River Resort has a strong commitment to providing excellent service to all of our customers and visitors of this Website, including respecting concerns about privacy. Berg River Resort will explicitly ask when we need information that personally identifies you or allows us to contact you ("personal information"). Generally this information is requested when making reservations; when requesting a particular service. You agree to provide accurate and current information, and not to impersonate or misrepresent any person or entity or falsely state or otherwise misrepresent your affiliation with anyone or anything.

The purposes for which Berg River Resort will use your personal information are as follows: to transact with you via the website or email regarding reservations, to provide services to you via our website; to inform you of new features, services, special offers and products (provided you have consented to receiving such marketing material); to enable us to process, validate and verify reservations and requests for services and for the purposes for which you specifically provided the information; to improve your experience on our website.