



# Berg River Resort

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R45 FRANSCHHOEK ROAD, PAARL, 7646

Find us on Facebook  and 

**BERG RIVER TRUST, MASTERS REVERENCE NUMBER IT 638/97 T/A BERG RIVER RESORT**

## 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. No loud, aggressive or anti-social behaviour will be tolerated. As a consideration to everyone, we have a no music policy and by 11pm the resort must be quiet.

### 2. Bookings

Only families (parents with children) and couples are allowed. Preference is given to longer bookings during the peak season. The minimum booking period for the Easter weekend is 4 nights. Bookings from persons under 18 years of age cannot be accepted.

### 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 as stated on the invoice. 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 deposit must be paid by the due date as stated on the invoice. Proof of payment must be provided by the same date. The balance of the account is due strictly on arrival. In the event of non-payment by the due date the Resort reserves the right to cancel the booking with reasonable notice.

### 5. Cancellations

Cancellations, given in writing, will be refunded under the following time-based conditions.

Time period between cancellation and date of arrival	Percentage deducted from monies payable
More than 90 days	20 %
90 – 60 days	30 %
59 – 30 days	50 %
Less than 30 days	100 %
Less than 14 days	All monies paid will be forfeited

No cancellation fee will be charged if the cancellation was due to the death or hospitalisation of the person for whose benefit the reservation was made.

### 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. No arrivals after 7pm as a courtesy to fellow campers. It is the responsibility of the hirer to make sure about the departure time. **For week-ends out of season**, departure time is before 4pm on Sundays.

### 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.



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## 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 it being 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

As a rule pets are not permitted.

## 14. Laundry facilities

Automatic washing machines and a tumble drier are located adjacent to bathroom number 4, opposite the waterslide. Payment options include Zapper or pre-paid cards available from reception. Visitors to supply their own washing detergent.

## 15. Berg River Café

"Die Winkel" is operated by an outside agent. Business hours vary, depending on the season. The business hours are displayed at the entrance to the cafe. They serve light meals and take-away meals. Tubes are available for hire. They also cater for group functions. Contact them directly on 0711158450.

## 16. Waterslide and mini-golf

These facilities are operated by an outside agent. Their operating times are also seasonal. Please check with the office before assuming it is open.

## 17. Security

The security of our visitors is very important to us. Please report any problems to the night manager or to the office during the day. The after-hours security number is 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, or arising from the use of any facilities, unless the occurrence of such death, hospitality, illness or damage can be attributed to the company, its personnel or agents acting in a grossly negligent or wilful manner.

## 19. Please be advised

The B-block is exclusively for caravans. Tents are permitted in the A, C, D and E blocks and the Bush camp.

Arrival time is after 2pm. No arrivals after 6pm Sunday to Thursday. Office hours are extended on Fridays and peak periods until 7pm.

The speed limit in the resort is 10km/hr.

Visitors are requested not, under any circumstances to give alcohol to our staff. Staff members have specific duties to perform and cannot carry out their duties if under the influence.