



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

Find us on Facebook  and 

Berg River Trust, Masters Reference Number IT 638/97 t/a Berg River Resort

Terms & Conditions for Group Booking

GENERAL INFO

Thank you for choosing Berg River Resort as the venue for your function.

Prior to arrival

Groups are required to fill in the group booking application form before any booking will be confirmed. We require a list of names and vehicle registration numbers. Guest's names not on the list will be required to pay the entry fee themselves. No specific area will be booked for the group.

On arrival

At the pre-arranged time the group representative must report to the reception and present all the paperwork. Busses must stop in front of reception where the number of guests will be confirmed by one of our staff. On arrival each group may choose their own area (first come first serve). Drop-offs by prior arrangement only. The representative with a vehicle is required to stay with the group until the group leaves the resort.

It is company policy for a lifeguard to be on duty when hosting a group. In the event that a group chooses not to hire a lifeguard for their own expense, the group representatives must sign a waiver and have a company Health and Safety Officer accompany the group. The company lifeguard policy is mandatory for groups of 30 guests or more. The lifeguard must be arranged by the group organiser prior to the function date. The contact number for Citi Pro Lifeguards is 079 6253684.

Proper swimming costumes must be worn while swimming in the pools. To avoid injuries or accidents please do not push or throw each other in the pools. Sun umbrellas and gazebo are allowed around the pool but no tents. The lawns between the hall and waterslide are allocated to ball games. Please do not play ball games around the pool.

The resort has no music policy. The use of alcohol is not permitted in the pool area, river or surrounding space. Also no glassware in the river and in pools.

On departure

When the group is ready to depart the area is inspected by the resort staff. If the area is clean and tidy, no damages incurred and the group departs on time the cash deposit is refunded on departure.

FILLING IN APPLICATION FORM

1. The form provided by Berg River Resort, must be completed with all the details requested, including 2 contact persons with contact details.
2. If contact details are incorrect and we cannot get a hold of you, the booking will be cancelled without any further notice.

PAYMENT

1. A single payment must be done to qualify for a group booking. It is the group organiser's responsibility to send proof of payment.
2. We require a 50% deposit to confirm the booking and the balance on arrival.
3. Please note that no members of the group will be allowed in unless paid in full and deposit has been received.
4. A refundable cash deposit is payable on arrival. The cash deposit is fully refundable on departure provided no damages have been incurred, resort rules and mutually respectful behaviour have been observed.



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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.