



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

ACCOMMODATION TERMS AND CONDITIONS

General Conduct

The guest agrees to abide by the Resort rules and ensure that their guests in no way be an annoyance or in any way interfere with the general comfort of the guests. By 11pm the resort must be quite and all public areas will be closed for use. As a consideration to everyone, we have a no music policy. No loud, aggressive or anti-social behaviour will be tolerated.

Bookings

We are a family orientated resort. We only cater for couples and parents with children. 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. The B-block is exclusively for caravans. Tents are permitted in the A, C, D and E blocks and the Bush camp.

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.

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. Guests are responsible for ensuring payment is made timeously to reflect in the Resort's bank account prior to arrival. The balance of the account is due strictly on arrival. Bookings made within 48 hours of arrival must be paid in full on arrival. In the event of non-payment by the due date the Resort reserves the right to cancel the booking with reasonable notice.

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 8pm 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 by 4pm on Sundays. No refunds for early departures due to the weather.

Office Hours

Monday to Thursday 8:00-17:00

Fridays 8:00-18:00, extended to 19:00 during peak season

Saturdays and Sundays 8:00-17:00



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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 fees payable
More than 90 days	20 %
90 – 60 days	30 %
59 – 30 days	50 %
Less than 30 days	100 %
Less than 14 days	All fees 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. A medical certificate is required to qualify for a full refund.

Visitors

The number of day visitors may be restricted at the management's discretion. Management's discretion will be used in a reasonable manner. 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. We do not allow taxis or drop offs.

Occupational rights

Right of admission is reserved. We are a family orientated resort. We only cater for couples and parents with children. 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. Anybody found violating any of the regulations or being a nuisance to fellow visitors will be asked in reasonable circumstances to leave the resort. In the event of a serious offence no refund will be made.

Permitted Number of persons

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

Rights

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

Smoking

Smoking. All buildings in the resort is smoke free, this includes the office, chalets, ablution facilities, hall and shop

Pets

Dogs and cats are not permitted under any circumstances.

Laundry facilities

There are automatic washing machines and tumble drier in the bathrooms opposite the waterslide. Pre-paid cards can be bought at reception. Visitors to supply their own washing powder.



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The shop on the premises

The shop on the premises is operated by an outside agent. The business hours of the shop varies depending on the season. The business hours will be advertised outside the entrance to the cafe. They serve light meals and take-away. Boats/canoes are available to hire. They also cater for group functions. Please check with the office before assuming it is in operation. Contact the shop directly on 071-1158450.

Waterslide and Mini-golf

These facilities are operated by an outside agent. Their hours are also seasonal. Check the noticeboard at the waterslide for operating days and times. Enquires can also be made at the office about the waterslide operating times.

Security

The security of our visitors is very important to us. Please report any problems to the office staff or to security after hours. Contact the security after hours on **0634374237**.

Speed limit

The speed limit on all resort roads, in side as well as outside, is 10km/h. Pedestrians have the right of way. Any person who exceeds this limit or who drives carelessly will be asked to leave his/her vehicle outside the resort.

Staff Duties

Please do not hinder the staff in performing their duties. Under no circumstances is alcohol to be given to the staff. Staff members have specific duties to perform and cannot carry out their duties if under the influence.

Indemnity and Waiver

The Company and its management accepts no responsibility for any deaths, injury or illness sustained or suffered by any person, or theft or loss or damage to any property, occurring within or arising from a visit or visits to the resort unless such deaths, injury, illness sustained or theft or loss or damage to any property can be attributed to the gross negligence or wilful acts of the Company or any of its servants or agents.