



Berg River Resort

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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

Thank you for choosing Berg River Resort as the venue for your function. To make everything run smoothly we would like to bring the following under your attention

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 the group member's names as well as the vehicle registration numbers. Guests whose names do not appear on the group name 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. Vehicles must stop in front of reception where the number of guests will be confirmed by one of our staff. On arrival each group must choose their own area. Areas are chosen on a first come first serve basis. Drop off's by prior arrangement only. The group 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 expense, the group representative must sign the resort indemnity and waiver and have a company Health and Safety Officer accompany the group. The resort lifeguard policy is mandatory for groups of 30 guests and more. One lifeguard per each 50 group guests will be arranged.

Proper swimming costumes are allowed in the pool. To avoid injuries and accidents please refrain from pushing or throwing each other into the pool.

Sun umbrellas and gazebos are allowed around the pool but no tents.

Games are allowed on the lawns between the hall and the waterslide. Please do not play ball games around pool.

The resort has a no music policy.

The use of alcohol is not permitted in the pool or river or in the area directly around the pool. Also no glassware in the pool/river.

On departure

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



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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. These 2 people must stay with the group for the entire time the group is in the Resort. They will be responsible for the group payment and behaviour.
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 payments must be done to qualify for a group booking.
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 entrance unless the balance is paid in full and the deposit has been received.
3. A refundable cash deposit is payable on arrival. The cash deposit is fully refundable on departure on condition that the area is clean and tidy, no damages incurred and the group departs at the pre-arranged time.
4. Groups are responsible for ensuring payment is made timeously to reflect in the Resort's bank account prior to arrival.

CANCELLATION

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.