

Pavilions Bookings, Cancellations and Conditions of Use

Booking Guidelines

- Exclusive rate from 28 June - 21 July, 2024. Book a minimum two-night stay in one of our two-bedroom luxury Pavilions for just \$600.00 per night. Book a minimum two-night stay in one of our two-bedroom luxury Pavilions for just \$600.00 per night. Split beds will incur a fee of \$50.00 per bed.
- Limits on the number of reservations accepted at a property may be enforced.
- Persons under 18 (or persons on their behalf) are not permitted to make reservations
- Management reserves the right to cancel or amend any booking

Booking Periods

- Customers can make reservations up to 12 months in advance
- During events and conferences only
- Minimum bookings may apply during some booking periods

Payment and Deposits

- Pricing is subject to change and seasonal variation
- Guest credit / debit card details are required to secure all bookings
- Visa & Mastercard credit card surcharge of 0.5% applies to this payment option
- Bookings are not transferable to other persons

Cancellations and Refunds

- Cancellations up to 30 days prior to arrival - a cancellation fee of 50% of the deposit will apply to all bookings
- Cancellations within 30 days to arrival - a cancellation fee of 100% of the booking fee will apply
- Refunds are unavailable for cancellations made within 30 days prior of arrival date or due to; early departures, no shows, change of mind, inclement weather, or where clients are asked to leave the property for breaching property rules
- Management reserves the right to cancel or amend any bookings

Additional Fees and Charges

- Cleaning Fee – A minimum of \$160 will be charged if the Pavilion is left in an unsatisfactory condition upon departure (see **Your Responsibility** below)
- Early Arrival/Late Departure – subject to availability and pre-arrangement with management. Fees may apply (see **Check in and check out times** below)

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Property use

- Use of the Property is for short term holiday stays
- Any other proposed use of the Property, such as for an event or commercial purpose will require prior written approval
- Maximum 4 adults per 2 bedroom pavilion and maximum 8 adults per 4 bedroom pavilion unless otherwise arranged
- Two car spaces allocated per pavilion booked. Additional vehicles must be parked in allocated visitor parking or outside the Property
- Unaccompanied minors will not be accepted as guests. All guests under the age of 18 must be accompanied by a responsible adult such as a parent, step- parent, guardian or other adult who has parental rights and responsibilities for the under 18-year-old guest/s
- If a guest is found to be under the age of 18 and is not accompanied by a responsible adult, Willinga Park may immediately cancel the customer's reservation and the full reservation amount will be forfeited to Willinga Park

Check in and check out times

- Check in is from 2 pm. on the day of arrival
- Check out is before 10 am on the day of departure
- Check in and check out times must be adhered to unless otherwise stated or arranged prior with management
- Additional charges may apply for check in or check out, other than the times specified

Your responsibility

- You are responsible and liable for the actions of you and your guests at the Property, for the duration of the reservation
- You must ensure you and all your guests comply with these terms and conditions, as well as any additional conditions specified on notices provided
- You and your guests may be required to provide photo ID (including proof of age) to confirm your reservation. If you are requested to provide photo ID and you are unable or unwilling to do so, your reservation may be cancelled and no refund provided
- Willinga Park accepts the reasonable use of the Property. We reserve the right to invoice or charge additional fees if the Property is damaged, left in an unreasonable or unsatisfactory condition, and/or Property items are broken or lost
- All damage to the Property will be charged to the client's credit card

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No smoking

- There is no smoking permitted in the accommodation or other buildings, including on pavilion decks

Belongings

- Any monies, valuables, goods or vehicles that belong to you which are brought into the Property remain your responsibility
- Willinga Park is not responsible for your money, valuables, goods or vehicles and will not replace damaged, lost or stolen items

Pets Policy

- Pets and other domestic animals (other than certified assistance animals) are not permitted.

Termination by Willinga Park

- Willinga Park may terminate the reservation and ask you and your guests to leave Interludes immediately if you or any guest or visitor at the Property during your stay:
 - breaches any law
 - breaches these terms and conditions
 - causes annoyance or nuisance to others in the vicinity of the Property; or
 - behaves unacceptably (including drunken or uncontrolled behaviour, offensive language, malicious or negligent use of facilities, theft or any other form of behaviour deemed inappropriate by Willinga Park).
- No refund will be provided in these circumstances.

Privacy

Your personal information will be held and used in accordance with the Willinga Park Privacy Policy as amended from time to time