

Booking Terms & Conditions



amaroo
RETREAT & SPA

Amaroo Retreat & Spa Booking Terms & Conditions

1. Important

- i. Please read these terms and conditions carefully.
- ii. All bookings made via Participating Websites or with Amaroo Retreat directly are made subject to these terms and conditions and the person making the booking will be deemed to have accepted these Terms and Conditions on behalf of all persons who will be staying at the Participating Property under the booking once any payment is made in relation to the booking.

2. Photographic Identification

- i. When checking-in you may be asked to provide photographic identification.
- ii. If you are unable to provide such identification your booking may be cancelled and you may be liable to pay Amaroo Retreat an amount equal to the full booking amount plus any other costs incurred by Amaroo Retreat in connection with the booking. Accordingly, any pre-payment you have made in relation to the booking will be forfeited to Amaroo Retreat under this term.

3. How to Book / Quotes and Reservations

- i. Bookings can be made online via any of the Participating Websites or with Amaroo Retreat direct by calling Reservations.

4. Payment

- i. Payments may be made by Visa, MasterCard, Australian Dollar or direct payment
- ii. A surcharge will apply to payments made by Visa, Mastercard.

5. Deposit and Final Payment

- i. For all accommodation and spa bookings, a 50% non-refundable payment of the total balance of your stay, including all extra add-ons, is required to secure and confirm your reservation.
- ii. The remaining balance of your booking will be deducted from your nominated credit or debit card the day prior to your arrival.
- iii. If this payment declines, you will be contacted and asked to pay the balance immediately.
- iv. If final payment is not received by the due date, Amaroo Retreat reserves the right to cancel the booking and any monies paid by you in relation to your booking will be forfeited.

6. Rates and Charges

- i. Quoted rates are inclusive of all compulsory government or regulatory charges and taxes (for example GST) where applicable.

7. Refunds

- i. To the extent permitted by law any amount paid by you to Amaroo Retreat for your booking is non-refundable unless stated otherwise in these Terms and Conditions.

8. Cancellation

- i. If a booking is cancelled any non-refundable deposit or payment which you have paid will not be refunded and additional cancellation charges may apply under this clause 10.

9. Check-in

- i. Standard check-in time is 2:00pm – 4pm.
- ii. Early check in can be accommodated for a small fee. Contact reservations for further enquiries.

10. Standard Check-out

- i. Standard check-out time is 10:00am, late check out may be available, please contact Amaroo for further enquiries.

11. Security Deposits

- i. You must provide a credit card authorisation or imprint when you check-in.
- ii. You will be charged a total of \$150 as a security bond.
- iii. The security bond may be used to cover incidental items, including but not limited to telephone charges, use of mini-bar items or as a payment for any breakages or damage incurred during your stay or cleaning charges in excess of the normal level of cleaning.

12. Hotel and Apartment Servicing

- i. Your booking will include daily room servicing (unless otherwise specified at the time of booking). With bed linen replaced every 2 nights.

13. Facilities and Services

- i. Whilst care is taken to ensure that the description of facilities and services of the Amaroo Retreat is accurate, these are continually being changed, upgraded, and on occasion taken out of service and if any feature/facility is essential to you in choosing a particular property, it is your responsibility to confirm with the property prior to making your booking that the feature/facility will be available during your stay.
- ii. To the extent permitted by law Amaroo Retreat & Spa is not liable for omissions, errors or changes to the facilities and services at a property, whether temporary or permanent.

14. Special Requests

- i. Whilst Amaroo Retreat attempts to satisfy all special requests, Amaroo Retreat does not guarantee that special requests can be accommodated.

15. Third Party Products and Services

- i. Third party products or services are sometimes sold together with accommodation provided by Amaroo Retreat. In such circumstances the third party is entirely responsible for supplying the products or services to you and any involvement Amaroo Retreat has in facilitating your booking with the third party is as the third party's agent. Amaroo Retreat is in no way the supplier of the products and services and to the extent permitted by law

Amaroo Retreat is not liable for any failure by the third party to provide the products or services, nor for any act, error, omission, default or negligence of the third party.

16. Release, Indemnity and Proportionate Liability

- i. To the extent permitted by the law, you agree to release, indemnify and hold harmless, Amaroo Retreat & Spa and its current and former officers, employees, contractors, sub-contractors/consultants (including their respective employees and contractors) and agents against, from and in respect of all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including but not limited to consequential and economic losses, property loss/damage and damages for injury, including personal injury and death) arising out of, caused by, attributable to or resulting from your booking or your stay at the relevant Participating Property except to the extent such expense, cost, liability, claim, action, proceeding, damage, judgment or loss arose out of, was caused by, attributable to or resulted from Amaroo Retreat's negligence, wrongful act/omission or breach of these terms and conditions.
- ii. To the extent permitted by law the aggregate of Amaroo Retreat's liability to you is limited to an amount not exceeding the amount paid by you for your booking.

17. Consumer Law

- i. To the extent permitted by law, all conditions, warranties, guarantees, rights, remedies, liabilities and other terms implied or conferred by statute, custom or the general law that impose any liability or obligation on Amaroo Retreat are excluded under these Terms and Conditions.

18. Events Beyond Control

- i. Amaroo Retreat is not responsible for any loss arising out of any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.
- ii. All travel documents, observance of laws and government regulations are your responsibility.

19. Use of Information

- i. You consent and authorise Amaroo Retreat to collect, use and disclose your personal information for the purposes of administering your booking and providing you with any services associated with your booking.
- ii. You consent to information which you have provided to Amaroo Retreat as part of your booking being used by Amaroo Retreat, for the purpose of informing you about offers and promotions which relate to Amaroo Retreat.
- iii. Amaroo Retreat will not provide or disclose any information you have provided to any person other than a related body corporate without your prior written consent.

20. General

- i. Amaroo Retreat is a non smoking establishment, any persons caught smoking will be asked to extinguish the cigarette and fined a minimum fee of \$150.
- ii. Amaroo is an adults only retreat, children are not permitted on site unless full consent has been received prior by the owners of Amaroo.