

# Amaroo Retreat & Spa

## Terms & Conditions

### 1. IMPORTANT

- i. Please read these terms and conditions carefully.
- ii. All bookings made via participating websites or with Amaroo Retreat & Spa directly are made subject to these terms & conditions, & the person making the booking will be deemed to have accepted these terms & 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.
- iii. The customer shall comply with all Government (Federal and State) COVID-19 vaccination or testing requirements for entry into Western Australia or to access the operator's premises, event or service. Where the customer does not meet a vaccination or testing requirement:
  - (a) prior to departure from the customer's home location, the customer will forfeit any and all monies paid; or
  - (b) for entry to the event or venue or access to the service, the customer will not be granted entry and will forfeit any and all monies paid.

Where the customer cancels due to travel restrictions other than vaccination or testing requirements, the customer will be contacted and issued a credit note (to be used at a later time), where such an offer is at the absolute discretion of the operator. The operator reserves the right to withhold some monies to cover administrative expenses and other losses, dependent on when notice of cancellation is given by the customer.

# Amaroo Retreat & Spa

## Terms & Conditions

### 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 canceled & you may be liable to pay Amaroo Retreat & Spa an amount equal to the full booking amount, plus any other costs incurred by Amaroo Retreat & Spa in connection with the booking. Accordingly, any pre-payment you have made in relation to the booking will be forfeited to Amaroo Retreat & Spa under this term.

### 3. HOW TO BOOK/QUOTES & RESERVATIONS

- i. Bookings can be made on-line via any of the participating websites or with Amaroo Retreat & Spa direct by calling reservations.

### 4. PAYMENT

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

# Amaroo Retreat & Spa

## Terms & Conditions

### 5. DEPOSIT & FINAL PAYMENT

- i. For all accommodation and spa bookings, a 50% non-refundable payment of the total cost of your chosen services, including all extra add-ons, is required to secure & confirm your reservation.
- ii. After making your reservation online, one of our friendly receptionists will call you within 24 hours to take payment. YOUR BOOKING IS NOT CONFIRMED UNTIL THE DEPOSIT IS PAID.
- iii. The remaining balance of your booking will be deducted from your nominated credit or debit card the day prior to your arrival.
- iv. If this payment declines, you will be contacted and asked to arrange alternative payment.
- v. If final payment is not received by the due date, Amaroo Retreat & Spa reserves the right to cancel the booking, & any monies paid by you in relation to your booking will be forfeited.

### 6. RATES & 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 & Spa for your booking is non-refundable unless stated otherwise in these Terms and Conditions.

# Amaroo Retreat & Spa

## Terms & Conditions

### 8. CANCELLATION & POSTPONEMENT

- i. If a booking is canceled or postponed after 9am 1 day prior to arrival, any non-refundable deposit or payments which you have paid will not be refunded, and additional cancellation charges may apply.
- ii. If a booking is canceled or postponed prior to 9am 1 day before arrival, any non-refundable deposit or other payments which have been made, will be placed into credit for a maximum period of 12 months from the date of the original check-in date of the booking.
- iii. If a booking is canceled a second time after a re-book for whatever reason, a \$50 administration fee will be deducted from the remaining credit.
- iv. If a booking is canceled a third time after a re-book for whatever reason, all monies paid will be forfeited.

### 9. Check-In

- i. Standard check-in time is 2:00pm – 5pm.
- ii. Early check in can be accommodated for a small fee.  
Contact reservations for further inquiries.

### 10. Check-Out

- i. Standard check-out time is 10:00am. Late check out may be available, but is not guaranteed, please contact Amaroo for further inquiries.

# Amaroo Retreat & Spa

## Terms & Conditions

### 11. Security Bond Payment

- i. You will be charged a total of \$150 as a security bond at check-in.
- ii. 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 3 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.

# Amaroo Retreat & Spa

## Terms & Conditions

### 14. Quiet Hours

- i. Quiet hours are between 10pm and 8am.

### 15. Special Requests

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

### 16. Gift Vouchers

- i. Gift vouchers & certificates may be used as partial or full payment for any service performed by Amaroo Retreat & Spa.
- ii. Gift vouchers are subject to availability at Amaroo Retreat & Spa.
- iii. All bookings exchanged for gift vouchers & certificates must be booked in advance and the voucher number provided at time of booking. If the voucher number is not provided, the person in question may be required to pay in full any deposit or outstanding balance remaining, or forfeit their reservation.
- iv. Gift vouchers & certificates will not be exchanged for cash under any circumstances, nor will they be refunded.
- v. Only the person stated on the voucher may redeem any service by Amaroo Retreat & Spa.



# Amaroo Retreat & Spa

## Terms & Conditions

### 17. Third Party Products and Services

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

### 18. 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.

# Amaroo Retreat & Spa

## Terms & Conditions

### 19. 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.

### 20. Events Beyond Control

- i. Amaroo Retreat & Spa 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.

### 21. Use of Information

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



# Amaroo Retreat & Spa

## Terms & Conditions

### 22. General

- i. Amaroo Retreat & Spa is a non-smoking establishment. Any persons caught smoking outside of the designated smokers' area will be asked to extinguish the cigarette & may be subject to a fine of \$150.
- ii. Amaroo Retreat & Spa is an adults only facility. Children and infants are not permitted on site unless full consent has been confirm by Management.

## Cancellation Policy

- i. If a booking is canceled or postponed after 9am 1 day prior to arrival, any non-refundable deposit or payments which you have paid will not be refunded, and additional cancellation charges may apply.
- ii. If a booking is canceled or postponed prior to 9am 1 day before arrival, any non-refundable deposit or other payments which have been made, will be placed into credit for a maximum period of 12 months from the date of the original check-in date of the booking.
- iii. If a booking is canceled a second time after a re-book for whatever reason, a \$50 administration fee will be deducted from the remaining credit.
- iv. If a booking is canceled a third time after a re-book for whatever reason, all monies paid will be forfeited.