

Booking Terms & Conditions

School Trips | Group Bookings | Meeting Rooms
June 2024

Introduction

It is very important that you read and understand all the information contained in this Booking Terms & Conditions document prior to booking your accommodation with Beatty Lodge. When you create a booking, you:

- Acknowledge that you have received and read the Booking Terms & Conditions;
- Acknowledge that you accept the Booking Terms & Conditions
- Acknowledge it is the responsibility of the group to carefully review the booking confirmation provided. Should any details on the confirmation be found to be incorrect, the group should promptly notify Beatty Lodge.

The following definitions apply to these terms:

- 'Booking' means the reservation made by a group at Beatty Lodge for specific dates, including details such as the number of guests, room type, arrival and check-out dates, and any associated payments or deposits outlined in this document.
- 'Group' means an organised official group of 5 people or more.
- 'Organisation' refers to the entity responsible for initiating and managing the booking, which may include but is not limited to educational institutions, sporting clubs, agents, or other similar companies.
- 'Chaperone' means the leader of the group who will also be on site, who must be 18 years or older, and is responsible for all guests within the group and will be the main contact between Beatty Lodge and the group during their stay.
- 'Young person/people' means an individual under the age of 18 years travelling as part of the group.
- 'Students' means you are currently enrolled at an Australian Education Institution.
- 'Lodge Manager' means a member of management employed at Beatty Lodge.
- 'We' means Beatty Lodge Pty Ltd
- 'Provisional Reservation' means you have expressed an interest in making a booking, but your reservation is not confirmed until all the requirements are met.

1. Group Booking Procedure

Beatty Lodge welcomes groups of students as well as athletic and community groups. All bookings are subject to availability and Beatty Lodge reserves the right to decline any booking at its discretion. A group may not offer for sale to the general public or publicly advertise the sale of Beatty Lodge facilities or services without the prior written agreement of Beatty Lodge. All groups are required to complete the booking form on our website, following compliance with the terms and conditions as outlined in this document. We will subsequently reach out to discuss the reservation inquiry.

2. Group Age and Chaperone(s)

For groups consisting of at least one individual under the age of 18, it is mandatory to have a chaperone accompanying the group. The group must ensure that

there is a minimum of one chaperone for every 10 individuals (or under) within the group. Groups do not require a chaperone if all students within the group are over the age of 18. The chaperone's will be fully responsible for the group members behaviour and will be expected to inform all members of the group of the expectations while staying at Beatty Lodge. The group chaperone's are required to sign our 'Chaperone agreement' document prior to check-in date. Due to the facilities of our Lodge, we are only able to accommodate guests who are 14 years of age and older.

3. Room Assignment

Our shared rooms are divided by gender and members of the group will be split by gender for room assignments. Chaperones are required to have a separate room from the members of the group. Confirmation of final group numbers, gender distribution and chaperone details are required no later than 14 days before the arrival date in order to complete room assignment.

4. Room Rates

A minimum payment of 3 nights is required for all group bookings. The maximum length of stay is 21 nights. Longer stays can be arranged upon request through email to info@beattylodge.com.au.

Our room rates are calculated on a nightly basis if groups are staying 3-4 nights and on a weekly basis if groups are staying 5-7 nights. For groups staying longer than 7 nights, the rate is calculated using both weekly and nightly rates, depending on each individual scenario.

5. What is Included

We will provide members of the group with access to the building by using a contact card, a set of keys that will give them access to the hallway and a key corresponding to their room. All group members will have access to communal bathrooms and shared social/study areas, a single bed with mattress and mattress cover, and a linen set, which includes a pillow case, two sheets, a doona and a doona cover. From 1st of May until 30th of September one extra blanket will be provided.

If required and available, groups who are staying for 21 nights or less could gain access to a smaller private kitchen. The building is equipped with a large communal kitchen, a gym, and a swimming pool, which each group member has access to during opening hours. Group members are also provided with complimentary WiFi and water and electricity costs are already included. In each bedroom there will be a fan and a heater which can be used depending on the weather. All items mentioned above, as well as any other items that belong to Beatty Lodge are expected to be returned upon check out.

Our housekeeping team will clean the common areas such as bathrooms, kitchen and hallways daily, and service each occupied room once a week. Room service comprises light vacuum, removal of garbage in the bin, and provides group members with a clean linen set. Group members are responsible for upkeep of the room. More details about expectations can be found on Beatty Lodge Community Guidelines. Please note that housekeeping will only service group rooms if they are

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staying for 8 or more nights and group rooms might be serviced on different days of the week.

6. Provisional Reservation

A reservation remains provisional until all the prerequisites have been met in Sections 8 and 9. Provisional reservations made 8 weeks (or more) in advance of the arrival date can be held for a maximum of 7 days without bond and deposit payment. Provisional reservations made within 8 weeks of arrival date will not be held without a Bond.

Only after receiving the bond and deposit payments does the provisional reservation become a booking subject to our terms and conditions, including the cancellation policy. Beatty Lodge reserves the right to cancel any provisional reservation, at any time and without reason or recourse.

7. Payments Methods

The following are accepted methods of payments:

- Cash (Australian Dollars Only)
- Credit Cards (VISA, MasterCard, AMEX and Diners Club will incur an additional surcharge of the amount equal to that charged by provider)
- Australian Bank Card (EFTPOS)
- Direct Bank Transfer / Electronic Funds Transfer (EFT)

8. Bond Payment

The bond amount shall be as follows:

- For groups consisting of 1 to 14 guests, a bond of \$1000 is required.
- For groups of 15 guests and above, a bond of \$1500 per group is required.

Irrespective of the payment method, a bond payment, separate from the booking payment, is required for all group bookings. This bond payment is held until check-out to safeguard against potential damages or losses and will be refunded within 14 days of departure. Please note that the bond refund is contingent upon a post-check-out room inspection conducted by Beatty Lodge. Bonds are not guaranteed to be returned until this inspection is completed, and all lodge property is accounted for. In the event that damages or losses occur, necessitating the retention of the bond, detailed written notification will be promptly provided via email. Should damages exceed the bond amount, the group will be liable for additional charges and responsible for settling the outstanding payment.

9. Booking Payment

An initial payment of 20% of the total booking value is required by the due date specified on the invoice to confirm the booking. This first payment secures the booking and signifies acceptance of the group booking terms and conditions outlined in this document. The remaining balance is due 4 weeks prior to the scheduled arrival at Beatty Lodge. If the group booking is made within 4 weeks or less of the arrival date, full payment by the due date is required to confirm the booking.

10. Prerequisites for Occupancy

The following prerequisites must be met prior to occupancy at Beatty Lodge:

10.a All groups/group members must have completed the payment of their bond and fill room payment.

10.b All adult group members must have in their possession a valid passport and/or Australian Driver's licence. Student group members are also required to provide their Confirmation of Enrolment (CoE) and/or proof of enrollment. The responsibility for having this documentation lies with the individual (if over 18) or the chaperone (if guests are under the age of 18).

10.c If any group members are under the age of 18, a 'Chaperone Agreement' must be submitted by the accompanying chaperone.

The organisation responsible for the group booking must hold valid forms of identification and institution details for each group member.

Your stay at Beatty Lodge may only start 5 days prior to the course or event start date and may not exceed 5 days past your course or event end date.

At the discretion of Beatty Lodge reception staff and/or management, failure to meet the above prerequisites in any form will deem occupancy not possible and fees/charges may apply, as subject to the cancellation policy.

11. Cancellations Policy

If you need to cancel your entire booking the following applies for all stays:

- 100% refund of the room payment if cancelled 28 days or more before check-in
- 50% refund of the room payment if cancelled 14-27 days before check-in
- 25% refund of the room payment if cancelled 7-13 days before check-in
- No refund if cancelled less than 7 days before check-in

The full amount of the bond will be retained if you choose to cancel your entire reservation.

12. Booking Changes

Any changes to your booking, including but not limited to adjustments of dates, room type, or guest numbers, are subject to availability and cannot be guaranteed. Significant modifications to the group reservation may result in charges according to the cancellation policy outlined in Section 11. Should you require any alterations to your booking, please contact us via email at info@beattylodge.com.au.

13. Check-In

All groups are required to check-in between 2:00 PM and 6:00 PM on the date indicated in their booking.

If arriving outside of these hours, please email info@beattylodge.com.au as soon as possible.

If arriving prior to 2:00 PM, an extra night's accommodation will be charged and instructions on how to complete your early check in will be sent via email. If arriving after 6:00 PM, instructions on how to complete your late check in will be sent via email.

14. No Shows

Should any groups not check-in on the date of arrival, their booking will be cancelled. Refunds will not be considered, except in extenuating circumstances, which

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must be communicated to us via email for consideration at info@beattylodge.com.au.

15. If we change your booking

In the unlikely event that we must make changes to your booking, we will make every effort to provide you with as much advance notice as possible, allowing you to plan accordingly. You will be presented with the option to either reschedule your stay for alternative dates or cancel your booking. Should you choose to cancel, you will receive a full refund of all payments made.

16. Privacy Statement

At Beatty Lodge, we are committed to protecting the privacy and security of your personal information. Our Privacy Statement outlines how we collect, use, disclose, and store your information in accordance with Australian privacy laws, particularly the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By agreeing to our Terms and Conditions, you acknowledge that you have read and understood our Privacy Statement and consent to the collection, use, and disclosure of your personal information as outlined. For our complete privacy statement, please go to our website.

17. Governing Law

These Terms and Conditions shall be governed by the laws of the State of Western Australia and the parties hereby submit to the exclusive jurisdiction of the courts of the State.

18. Separability

Each term in this document is a separate and distinct term and independent of the others, so that if any provision hereof shall be held to be invalid for any reason, such invalidity or unenforceability shall not affect the validity or enforceability of the other terms hereof.