

# The Botanical Ark Retreat

## Terms and Conditions

**Standard terms and conditions** covers bookings/payments, cancellations, check in/check out, general, breakages & damages, telephone charges, and liabilities.

### Standard Terms and Conditions

These are Botanical Ark Retreat's standard booking Terms and Conditions.

#### BOOKINGS/PAYMENTS

- A 25% (twenty five percent) deposit is required to secure and confirm your booking.
- A 1.5% (two percent) merchant fee is charged for VISA and MASTERCARD credit card transactions. A 1.8% (four percent) merchant fee is charged for AMEX.
- A valid credit card number is required to hold as security.
- The balance of payment is due 30 days prior to the arrival date and is non-refundable.
- Maximum number of guests is eight.
- Bookings are subject to availability.

#### CANCELLATIONS

- Cancellations made 90 days prior to the commencement of the booking will be refunded in full less a \$150.00 administration fee.
- For cancellations made less than 90 days prior to the commencement of the booking, no refund will be available. We highly recommend travel insurance to cover this possibility.
- To be entitled to a refund, cancellations must be made in writing. Email will suffice.
- Refunds cannot be made to credit cards. A cheque may be sent or funds can be directly deposited into an account. A charge may occur for direct deposits into accounts outside of Australia.
- We reserve the right to cancel your booking if the balance is not received by the due date. Your deposit will be forfeited in this case.

#### CHECK-IN/CHECK-OUT

- The retreat is available from 2:00pm on the day of arrival and is to be vacated by 10:00am on the day of departure. Whilst every effort will be made to accommodate early arrivals and late departures, the only way to absolutely ensure early check-in or late check-out is to book an extra day.

#### GENERAL

- A complimentary midweek service is included in the tariff for all bookings of eight nights or more. This will be done at 9am, unless otherwise organised. Additional services are available on request and will incur a service charge.

- The Botanical Ark gardens contain significant and differing areas of unfenced water plus some important, useful, and dangerous plants. The Retreat is not suitable for children who are unsupervised or are not good swimmers.
- Pets are not permitted.
- We will contact you by email before and after your stay.
- Parties and functions are absolutely not permitted without prior permission.
- Smoking is not permitted in or near The Retreat.

## **BREAKAGES AND DAMAGES**

- We appreciate that the retreat will be returned to us in the condition presented on arrival.
- Breakages or damages not caused by normal wear and tear will be charged to your credit card if necessary. Please note it is not our intention to charge for replacement of accidentally broken crockery.

## **TELEPHONE CHARGES**

- Calls made to within Australia are complimentary. Calls made to outside Australia will incur a fee.
- ISD and STD calls will be charged to your credit card. A copy of charges can be requested. A flat fee of 2% (two percent) is charged, however, we suggest using a phone card or mobile for your convenience.

## **LIABILITIES**

- No responsibility is taken for personal items left on the premises during or after departure.
- The Botanical Ark Retreat and The Botanical Ark do not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control. We do not accept liability for error, omissions, default, or negligence represented on our website.
- The Botanical Ark Retreat and The Botanical Ark do not accept liability for changes made due to renovation, alteration and refurbishing of The Retreat.
- We endeavour to keep our website updated at all times.
- Rates are subject to change without notice. Please check the website for current rates.