



THE SPIRITUALITY MINISTRY



# GROUP BOOKING POLICY 2024



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## GROUP BOOKING POLICY

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### **Group Bookings Terms & Conditions – Cancellation Policy**

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions.

References to “us”, “we” and/or “our” in these booking terms and conditions shall mean the Spirituality Ministry of the Sisters of St Joseph.

These terms and conditions apply to bookings you make with us over the phone, via chat, via email, in person or online.

We will rely on the authority of the person making the booking to act on behalf of any other customer of the booking and that person will bind all such customers to these terms and conditions.

### **Our Reschedule and Cancellation Fees**

Subject to your refund and remedy rights under the Australian Consumer Law, the following change and cancellation policies apply to our standard rate packages and bookings (including online bookings and bookings made over the phone, via chat, by email or in person).

Please refer to your confirmation received at the time of booking as special packages and rates may be marked as non-refundable, in which case the below does not apply. Please note that credit card fees are non-refundable.

#### **1. Day Bookings Groups**

A 10% deposit is required within 14 days along with a signed agreement in order to confirm bookings.

#### **Cancellations and Refunds after booking confirmation:**

- If your booking is cancelled within 8 weeks from date of booking: your deposit will be retained.
- Confirmation of final numbers required 2 weeks from booking date. An invoice will be raised at this stage for payment of the balance owing for confirmed booking.
- If your booking is cancelled within 2 weeks of date of booking: 100% of the booking value will be owed / retained. A reschedule may be considered under exceptional circumstances and may incur a reschedule fee due to lost bookings and limited lead times to rebook. All refund or reschedule negotiations must be made in writing:
  - o Minimum 8 weeks' notice required to reschedule booking.
  - o 10% reschedule charge will apply.



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### 2. Non-Exclusive Overnight Groups

A 20% deposit is required within 14 days along with a signed agreement in order to confirm bookings.

#### Cancellations and Refunds after booking confirmation:

- If your booking is cancelled after confirmation and up to 12 weeks from date of booking: your deposit will be retained.
- 12 weeks from date of booking an instalment invoice for 30% of booking quote will be raised for payment.
- If your booking is cancelled within 12 weeks of date of booking: your deposit and instalment payment (50% of the booking value) will be owed / retained.
- Confirmation of final numbers required 4 weeks from booking date. A final instalment invoice for confirmed booking will be raised for payment.
- If your booking is cancelled within 4 weeks from date of booking: 100% of the booking value will be owed / retained. A reschedule may be considered under exceptional circumstances and may incur a reschedule fee due to lost bookings and limited lead times to rebook. All refund or reschedule negotiations must be made in writing:
  - o Minimum 12 weeks' notice required to reschedule booking.
  - o 20% reschedule charge will apply.

### 3. Exclusive Hire Overnight Groups (Entire venue)

A 50% deposit is required within 14 days along with a signed agreement in order to confirm bookings.

Final 50% due 12 weeks before arrival.

All payments are non-refundable.

A reschedule may be considered under exceptional circumstances and may incur a reschedule fee due to lost bookings and limited lead times to rebook. All refund or reschedule negotiations must be made in writing:

- o Minimum 12 weeks' notice required to reschedule booking.
- o Date changes more than 12 weeks ahead charged at 20% total booking cost.
- o No date changes permitted within 12 weeks.

*NB: All rates are subject to availability and can be withdrawn or varied without notice.*

### 4. General Terms

Guests must abide by any noise conditions with no excessive noise permitted on the property. Guests must comply with standards and orders issued by police or any regulatory authority to minimise impacts upon the residential amenity of neighbours and local community. Disturbance of the peace comes with considerable fines. Gatherings, celebrations or entertainment at the property must not conflict with residential amenity and must comply with local laws and house rules.



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All damages to be paid for by booking client.

No unauthorised adult entertainment at any time on the property.

No smoking indoors. Smoking in designated areas only.

No cigarette litter on property grounds.

No open flames or candles or coal fired BBQ or spits.

Garbage must be placed inside the allocated rubbish bins with boxes flattened.

Recycling - must be in accordance with standard practice, in the correct bins to avoid contamination.

All visitors/guests must comply with parking and information as supplied on booking.

Day Fee – Day Visitors must be advised to the office (a day fee may apply).

No Guest or visitor is to disturb the natural environment or to bring animals onto the property.

Management is empowered to take action as necessary for improper behaviour.

Guests are granted a limited permission to occupy the property for intended purposes only.

This is not a residential tenancy agreement under the residential tenancy legislation.

Failure to comply with the obligations in the Terms and Conditions may result in termination of your booking.

### **5. Additional Accommodation – Booking Terms**

It is the client's responsibility to provide a contactable phone number prior to and for the duration of their stay.

Late check out or early check in by request (fee may apply).

Pets are generally not permitted. Requests must be made in advance and management approval must be given.