

BRISBANE GATEWAY RESORT GROUP BOOKING TERMS AND CONDITIONS

VALID FOR BOOKINGS MADE AFTER 20 AUGUST 2017

1. General

- 1.1. We / us means Brisbane Gateway Resort. You means you and all the guests in your booking.
- 1.2. A booking, and payments on a booking, can only be made by a person aged 18 years or over
- 1.3. By making a payment, you represent that you have authority from all the guests in your booking to accept on their behalf, these terms and conditions. It is important that you and all guests in your booking read them carefully and understand them.
- 1.4. Once you have booked your stay and made your first payment, a legally binding agreement based on these terms and conditions becomes effective between you, all guests on your booking, and us.
- 1.5. Group bookings must be for a minimum of 3 cabins and the length of stay must be for a minimum of 2 nights. Other minimum stay periods may apply during certain peak periods
- 1.6. All booking payments are to be made collectively. Individual payments are not permitted.
- 1.7. Payments can be made by credit card (Mastercard or Visa) or by direct credit into a bank account nominated by us. All payments are subject to cleared funds being received.
- 1.8. Group accommodation rates are non-commissionable when booked through a travel agent. Travel agents must ensure all guests staying have agreed to these conditions before making a booking.

2. Payment of a booking deposit

- 2.1. For a group booking to be confirmed a booking deposit must be paid within 3 business days of the booking being made.
- 2.2. The booking deposit amount is as follows:

Days prior to check-in	Amount of deposit
71 days or more	25 percent of the total accommodation tariff
70 days or less	100 percent of the total accommodation tariff

- 2.3. If payment of the booking deposit is not received by the due date the booking will be cancelled automatically.

3. Payment for accommodation

- 3.1. The total accommodation tariff is due for payment 70 days prior to the check-in date.
- 3.2. If payment of the accommodation tariff is not received in full by the due date the booking will be cancelled automatically and the cancellation policy will apply in accordance with clause 5.

4. Payment of a security bond

- 4.1. A security bond of \$150 per cabin must be paid 7 days prior to the check-in date. No accommodation will be made available until the security bond is paid.
- 4.2. The security bond may be applied to any additional costs we incur during your stay, including but not limited to, breakages and damage (whether unintentional or not), lost keys, additional cleaning and staff callouts due to misbehaviour or disturbance.
- 4.3. The accommodation needs to be cleaned and checked by our staff before we will consider the return of the security bond. You should allow up to 10 business days following departure for a security bond refund to be processed.
- 4.4. Any damage or breakages that are noticed or that occur during the stay must be reported to our staff at reception as soon as practicable.

5. Cancellations and changes to the booking

- 5.1. Cancellations or changes to the booking must be made in writing or by email sent to groups@brisbanegateway.com.au.
- 5.2. Should you need to cancel the booking the following cancellation charges will apply:

Days prior to check-in	Cancellation charge
71 days or more	25 percent of the total accommodation tariff
70 to 43 days	50 percent of the total accommodation tariff
42 to 22 days	75 percent of the total accommodation tariff
21 days or less	100 percent of the total accommodation tariff

- 5.3. If you make a change to the booking that lowers the total accommodation tariff, a cancellation charge will apply. The charge will be calculated in accordance with clause 5.1 by applying the percentage difference between the original total accommodation tariff and the new total accommodation tariff.
- 5.4. If you make a change to the booking that lowers the total accommodation tariff by more than 50 percent, we may, at our discretion, treat this as a cancellation of the total booking and apply the refund policy in accordance with clause 5.1.
- 5.5. If a change to a booking is requested, we may, at our discretion, vary the number, category or location of the cabins booked by the group.
- 5.6. If you are concerned about incurring losses in relation to a cancellation and/or change to a booking, we strongly recommend that you insure against such an event with a reputable travel insurer.

6. Refunds

- 6.1. Where a refund is due, it will be processed based on the original method of payment, as follows:

Credit card – refunds will be issued back to the card that was used to make the payment.

Direct credit – refunds will be direct credited into a bank account nominated (in writing) by the Group Booking Arranger (any fees for transfers outside Australia will be deducted first).

- 6.2. For bookings made through a travel agent, refunds will be issued back to the travel agent.
- 6.3. Refunds may take up to 10 business days to be processed.

7. Supervision of children

- 7.1. You are responsible for the adequate supervision at all times of each child aged 17 years or under that is staying as part of the booking.
- 7.2. You acknowledge that if you are travelling with a child aged 17 years or under, of whom you are not the parent/legal guardian, you are required to hold a written consent from the child's parent/legal guardian, authorising the supervision of the child and to make decisions regarding the child's health and safety, whilst the child is staying at Brisbane Gateway Resort. You must provide a copy of this consent to us, if asked.
- 7.3. For safety, there needs to be at least one responsible adult aged 18 years or older staying in each cabin. However this requirement may be relaxed if:
 - (a) all occupants in the cabin are aged 14 years or older, and
 - (b) you are staying in an adjoining or adjacent cabin; and
 - (c) you accept the responsibility for supervising each child's health and safety in these circumstances.

8. Rooming list

- 8.1. Prior to check-in you must provide us with a list containing the full name of each person that is staying under the booking and the cabin number you have assigned them to. If they are aged 18 years or older, we also request that you provide their mobile telephone number.

9. Check-in and Check-Out

- 9.1. Check-in is available from 2:00 pm until 6:00 pm on the day of arrival.
- 9.2. Check-out is by 10.00 am on the day of departure.
- 9.3. We recommend that you inspect all cabins prior to check-out to ensure they are in a satisfactory condition.

10. Vehicle & Bus/Coach Parking

- 10.1. Parking is available for one car or a small mini-bus (e.g. up to 14 seater) immediately adjacent to each cabin booked. Additional vehicles must be parked in the visitor parking area opposite reception.
- 10.2. Parking for buses, coaches and luggage trailers is available on a limited basis. Please let us know at the time of booking if you require bus or coach parking.