

"The Ocean Retreat" is managed by H6 Pty Ltd trading as Select Retreats (www.selectretreats.com), part of the Events Worldwide Travel Group.

- 1) All parties agree to abide by these Terms and Conditions. By paying your deposit it is understood that you have agreed to the Terms and Conditions stated in this document.
- 2) a) Bookings cancelled within 30 days prior to the check-in date will incur a 100% cancellation penalty and forfeit all monies paid.
- 2) b) Bookings cancelled greater than 30 days prior to the check-in date will forfeit the deposit paid to confirm the reservation. For all bookings we require a deposit to confirm the reservation.
- 2) c) All deposits paid to Select Retreats are non-refundable. Travel Insurance should be used to prevent customer's loss of deposits paid to Select Retreats and cancellations due to customer's unforeseen circumstances.
- 3) Changes to an existing booking will incur a minimum administration fee of \$25 each time the existing/processed booking is changed (excluding cancellations).
- 4) It is Select Retreats sole discretion as to what monies are refundable, if at all and whether the property can be re-let.
- 5) a) The customer named on the confirmation letter is liable for any damage caused to the property, any missing items or breaches of the conditions outlined in this document. If any damage is caused to, or any items are missing from, the property, the customer gives Select Retreats authority to charge the customer's credit card provided for the repair or replacement to the same or similar standard depending on item/s availability at the property manager's discretion. Time taken to repair or replace items will be added to the total at a rate of \$50 per hour, or part thereof.
- 5) b) Damages caused by the customer/guests or visitors and/or negligence resulting from the customer/guests or visitors actions that breach the terms outlined in this document and confirmation letter will result in a monies being deducted from the security bond. Should the bond be deducted for any monies, a minimum \$25 administration fee will also be deducted from the bond. Should the damages exceed the value of the security bond (\$1000), the customer is liable to pay the extra amount within 3 working days of being notified.
- 6) If a customer arrives at the property and does not like the accommodation that he/she has chosen, he/she will be liable for the full balance owed, unless it can be proven without a reasonable doubt that he/she did not get what was promised on the confirmation letter or what was depicted on the website (www.selectretreats.com).
- 7) The customer gives Select Retreats and/or the supplier/agent (with the consent of Select Retreats) authority to debit his/her credit card for any monies owing for his/her booking, in accordance with these Terms and Conditions which are in accordance with the confirmation letter issued at the time of booking.
- 8) The customer agrees to indemnify Select Retreats for any action taken by the client against Select Retreats in relation to the customer and/or his/her reservation.
- 9) Select Retreats advises customers to take out travel insurance to cover their obligations under these Terms and Conditions in case of cancellation of travel arrangements.
- 10) A booking is not confirmed unless Select Retreats receives the deposit monies as outlined in 2) C).
- 11) In the event that there is a problem with the products and services booked through Select Retreats, all customers are to contact the property Manager FIRST. Select Retreats will not accept responsibility for problems if the customer does not alert The Manager or owners to the problem first.
- 12) If a customer fails to pay monies when owed, Select Retreats reserves the right to deem this as a cancellation and cancel the booking. This will result in the customer forfeiting his/her deposit and all other payments.
- 13) If final payment is to be debited automatically from the customer's credit card, this will be done 30 days prior to check in. If the day of check-in falls on a Public Holiday or weekend, the funds will be debited on the nearest business day at least 30 days prior to check-in. The cardholder gives Select Retreats authorisation to do this. This includes the security bond.
- 14) Any payments that were taken from a credit card, and which need to be refunded for any particular reason, will incur a 5% refund charge.
- 16) All parties agree that Victorian law governs reservations made with Select Retreats and all proceedings between the parties should be filed in a Victorian Court. Should a proceeding be filed in a court located in any other State, all parties agree to have the proceedings moved to the closest Court to Select Retreats and H6 Pty Ltd (Victoria).
- 16) The Customer agrees that the accommodation is booked only for the number of people actually stated on the confirmation. NO additional persons are permitted to stay or visit without the written approval of Select Retreats. A full bond deduction applies in case of a breach of this notification.
- 17) A credit card imprint or Eftpos transaction is required prior to arrival for the security bond. If the customer does not have a credit card, then a bank transfer is required to be completed at least 5 business days prior to check-in. It is at each client's discretion as to whether they require a credit card imprint or a cash transfer bond. The bond requirement is \$1000 per stay. Upon departure this will be credited to the customer after inspection of the property, for any damages, excess waste, excess cleaning and negligence at the reasonable discretion of the Property Manager. The bond also applies to excessive noise involving any local complaint or the call out of police. In this event the full bond will be charged.
- 18) All renting nominated customers of Select Retreats must be at least 21 years of age.
- 19) Any accommodation booked with Select Retreats is for accommodation purposes only and expressly prohibits the use of this accommodation for anything other than this purpose. Select Retreats expressly prohibits the use of The Ocean Retreat for functions, gatherings or parties or any other purpose unless this is approved prior to check-in by The Owners or Property Manager.
 - i) Minimum stay two or more nights depending on the season – see rates and tariff information – available at www.selectretreats.com
 - ii) A weekly service is available at an extra charge of \$350 for stays of 7 days or more. Please arrange this when booking – if required.
 - iv) An infant cot is available with linen and payable in advance at \$55 per stay.
 - vii) Children aged 2 and over are counted as a person in the property using a bed. Every person must use existing bedding with the exception of one cot as charged above. Guests are not to bring their own bedding except for infants.
 - viii) Seasons may change at the owner's discretion and will be posted on the website (www.selectretreats.com) at the time of reservation. Please visit www.selectretreats.com for further seasonal information and tariff information.
 - ix) These Terms and Conditions are subject to change without notice.
- 20) Should the Terms and Conditions change the most current Terms and Conditions (available on request or from www.selectretreats.com) will apply to all reservations at The Ocean Retreat in the instances of disputes or issues.
- 21) Select Retreats reserves the right to withhold monies from the security bond for breaches of the outlined Terms and Conditions.
- 22) Should The Ocean Retreat be sold and ownership changes hands, bookings may be cancelled. In the instance of a cancellation, Select Retreats will refund all money paid and provide recommendations for alternative accommodation.

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