

**TERMS & CONDITIONS:**

- Receipt of this letter is acknowledgment and agreement to the following terms and conditions.
- Should you wish to change your booking dates, the full cancellation policy applies to the original booking.
- The booking price (tariff) is based on the number of vehicles or guests for the specified time and duration. Any changes thereto will alter the tariff.
- Prices quoted are current at the time of booking, inclusive of GST, and firm upon full payment for the specified time and duration.
- Full payment of the stay is required upon check-in prior to park management handing over cabin/room keys.
- Tariff/s will not be reduced upon check-in if the number of guests is less on arrival. Additional guests are welcome providing the total number of guests does not exceed the stated occupancy of the cabin/ site booked. All additional guests will be charged accordingly.
- Bookings of cabins that contain bunk beds are to ensure that no child younger than 10years old is allowed to sleep on the top bunk. Similarly the top bunk is not suitable for children or adults that are greater than 70kg. Please consider these stipulations when booking your cabin accommodation
- Only 1 set of cabin and room keys will be handed out to the booked guest on arrival. Failure to return keys will result in a \$100.00 lost key charge.
- Cabin/ Site check-in time is 2:00pm (Qld time), firm, unless an SMS has been sent prior to this time allowing for early check-in.
- Guests must be 18+ years of age to make a reservation. Persons under 18 years of age must be accompanied by a parent or guardian for the duration of their stay.
- Cabins and rooms are not serviced. A change of linen will occur for extended stays of 5 or more nights only, a change of linen prior to this will incur a fee.
- Please note, Electric cars cannot be charged from the cabin, room or park power points.
- Any online rates may have their own Terms & Conditions that are relevant to that rate. These Terms & Conditions if applicable can be found on your confirmation email.
- If requested we will endeavour to hold a particular cabin/site, however, we reserve the right to move your booking to an equivalent cabin/site category for the same period without notice.
- Lost property will be held on-site for 3 months, thereon if not collected, lost property will be donated to a local charity. For any lost property to be returned to guests, guests must pay for postage.
- Tobermorey Station Roadhouse & Caravan Park is a pet-friendly park. The cabin and room accommodation is not pet-friendly. Policies for pets

can be found on our website, guests must adhere to them at all times. Guests that have had pets inside cabins or rooms will be charged an additional \$200 cleaning fee.

- To comply with Australian Standards, no blow-up/ plastic pools are to be erected on any of our sites or around cabin accommodation.
- Tobermorey Station is a working cattle station. There is strictly no access to Station buildings, accommodation, vehicles or workshop buildings at any time. No children are permitted at the Tyre repair bay.
- To facilitate ease of movement for all vehicles, only one car and/or trailer is permitted at each cabin or room site, any extra cars are to be parked in the designated carpark.
- Tobermorey Station Roadhouse & Caravan Park will not be liable for unforeseeable circumstances, including but not limited to floods, fire, thunderstorms, pandemics, or catastrophes.
- Tobermorey Station Roadhouse & Caravan Park respects your privacy. If you do not wish to have your email address added to our database, please advise our friendly staff on arrival.

#### **RECEPTION HOURS:**

- Monday- Friday 8.00 am – 5:30 pm, Weekends 9:00 am - 4 pm – all times are QLD time.
- Check-in is strictly as above.
- Late arrival arrangements for cabins or rooms must be made directly with reception prior to arrival so that instructions can be advised. Self-check-ins are not available.

#### **PAYMENTS:**

- All bookings will require 1 night accommodation as a deposit.
- All accommodation bookings paid via domestic credit and/or debit cards will incur a \$0.30c +2.01% booking fee.
- All accommodation bookings paid via international credit card transactions will incur a \$0.30c +5.0% booking fee.
- EFTPOS transactions related to accommodation bookings will incur a 0.8% booking fee.
- Where a guest requires to pay for accommodation by direct debit a \$0.30 + 1.25% booking fee will be charged.
- Inventory items or guest experiences from Tobermorey Station Roadhouse & Caravan Park purchased in the same transaction as an accommodation booking online will incur the transaction fee as stated above.

- Bookings made online via an OTA such as a Tourist information Centre or Booking.com will have commission fees for that OTA added to the booking and is payable at checkout in addition to the accommodation rate.
- Bookings made subject to a special offer may have special terms and conditions (including balance payment due dates and refunds/cancellation policy).

### **ONLINE OTA BOOKINGS:**

- Each online OTA (online travel agent) booking website has its own commission fees, cancellation/ terms and conditions. Please check these carefully. Better yet support Australian-owned and operated businesses by booking directly with us.
- OTA'S (Online Travel Agents) include: Booking.com, Expedia/ Wot If, G'Day Parks, Tourist Information Centres

### **BOOKING PERIODS:**

- High Season: 16 May to 31 August.
- Shoulder: 1 April to 15th May and 31 August to 30 September yearly.
- Low Season: 1-31 March & 1 October – 30 November
- These periods can change at any time without notice.
- Tobermorey Station Roadhouse & Caravan Park closes annually for the wet season from 1 December until reopening 1 March annually.

### **GROUP BOOKING DEPOSIT RULE:**

- For large group bookings (groups being: events, clubs, or large tour groups clubs, where booking details and accounts are paid by one person or organisation), we will require a 1-nights deposit on all categories booked. This 1-night deposit on all categories becomes forfeited if cancelled within 14 days of arrival. More T&C's apply to group bookings of this nature.
- If catering is a requirement for you group booking it must be arranged directly with the station by emailing [bookings@tobermoreystation.com.au](mailto:bookings@tobermoreystation.com.au) with additional T&C applied.

**CANCELLATION & REFUND POLICY:**

- Receipt of booking/ receiving confirmation letter is acknowledgment and agreement to the following terms and conditions.
- The cancellation policy reflects dates booked, altering booking dates within the cancellation policy period will see the cancellation policy enforced, please keep this in mind if you choose to change your booking dates for any reason.
- All cancellations must be emailed to [bookings@tobermoreystation.com.au](mailto:bookings@tobermoreystation.com.au) from the primary guest booking email as follows:
  - **Low and Shoulder Season** where notice has been given between 14 days and 24hr prior to reservation, a full refund will apply.
  - **Low and Shoulder Season** where notice has been given within 24hr of arrival will be charged a \$30.00 administration fee.
  - **High Season** where at least 14 days' notice of full or part cancellation has been given, a full refund will apply.
  - **High Season** where notice has been given between 14 days and reservation arrival date a fee equivalent to the first night booking or deposit paid (whichever is the lesser amount) is applicable.
- If you fail to arrive on your nominated arrival date, the cancellation fee or administration fee (as applicable above) will be charged in full to the credit card on file, your booking cancelled, and NO refund/ credit given if no contact has been made with us prior to your arrival date within the cancellation policy.
- Please keep in mind, we do not refund any monies or apply any credits for late arrivals, in the event of inclement weather, fire, floods, pandemics, catastrophes or any sudden early departures including directions mandated by State Governments.