



GROUP BOOKING TERMS & CONDITIONS

Making a group booking is conditional upon there being sufficient capacity at the property to accommodate the booking and the booking being accepted by The Island Accommodation (TIA) and Phillip Island Camps (PIC).

Payment Schedule

A 25% non-refundable deposit (minimum \$250) is required to secure your booking.

The full balance is required at a minimum of 60 days prior to arrival.

If these payments are not received by the due date, TIA & PIC reserves the right to cancel your booking, retaining all previously paid funds as a cancellation fee.

Refunds and Cancellations

In the event that you have to cancel your booking, the following cancellation policy will apply:

- More than 60 days prior to arrival, 50% of the total balance (minimum \$250) will be retained as a cancellation fee.
- Within 60 days of arrival, no refunds are available.

Group Numbers:

Final numbers are required at least 28 days prior to arrival.

Any increase in numbers at any stage will be treated as a request, we will do our best to accommodate them, but cannot guarantee this.

If there is a decrease in group numbers of more than 10% of the total amount, the above cancellation fee will apply – unless it is within 28 days of arrival. In this case, there will be no refund.

Notice of Liability

The Group Leader must agree to ensure that their group will abide by the TIA & PIC requirements listed below and any reasonable instructions made by the Authorised Representative TIA & PIC.

The Group Leader must undertake:

1. To accept responsibility for damage or loss caused by the group to property occupancy, building, equipment including safety and security systems. You must compensate TIA & PIC for any such loss or damage, including refunds to other guests that cannot be accommodated as the result of or related to the groups misbehaviour or damage.
2. To abide by the conditions of payment for a booking, including the cancellation policy as detailed above.
3. To ensure that all persons under the age of 18 years of age in the group are supervised at all times including public areas, including the elevator and rooftop area.
4. To agree that TIA & PIC does not accept responsibility for accidents which may occur to any group member, or for any damage or theft of property whilst using TIA property.
5. Alcohol is prohibited on site and no alcohol is to be brought onto the property premises. You must not be intoxicated or return to the premises in an intoxicated state. This may result in you being removed from the property. Written permission must be approved prior to arrival for an exception to consume alcohol on site. This is at the discretion of the property management.
6. Smoking, vaping and illicit drugs are not permitted on site at any time.
7. To follow all parking and other specific requests of the property management.
8. To ensure the group does not block entrances or exits to the property at any time.
9. To ensure the group does not interfere with or block access to any of the fire equipment or services throughout the building including smoke detectors, fire extinguishers and fire exits.

General Obligations

TIA & PIC undertakes to provide the agreed services at the agreed times by the Property. This obligation does not apply under circumstances beyond the control of TIA & PIC such as:

- If the group does not arrive
- If the group fails to pay the deposit or balance on time

Additional Provisions

1. Standard property policies will be clearly displayed or made available to all guests within the property. Group members are expected to comply with such property policies.
2. A bond may be required from group guests – at the Manager's discretion.
3. TIA & PIC reserves the right at all times and without prior notice to terminate the accommodation booking of a group if one or more group members contravenes property policies. No refunds will be given in these circumstances.
4. TIA & PIC reserves the right to charge administration fees when numerous changes are made to bookings.
5. TIA & PIC reserves the right to charge administration fees for late payments.
6. TIA & PIC reserves the right to charge event rates, minimum night stay restrictions and non-refundable rates and periods.

Catering

Catering orders and special dietary requirements must be finalised 21 days prior to arrival.

Self Catering guests must ensure the facility always remains clean and safe. Exhaust fans must be turned on whilst cooking and supervised by group leader. TIA & PIC is not responsible for food handling and the storage of food. A cleaning fee may be charged if the facility is not left clean and tidy.

Cancellation by TIA & PIC

TIA & PIC reserves the right to terminate a booking without any obligation to pay compensation if there is sufficient cause to believe that the nature of the group's booking at the property is different or not as intended or expected, or based on the group's request or on the character of the group, and that TIA & PIC would not have entered into the agreement had it known the true nature of the booking.

Should TIA & PIC choose to exercise this right after the booking has commenced at the Property, the group's payment for the services rendered to that point will be retained and the balance paid as per conditions of Refunds & Cancellation.

