

Booking Terms & Conditions

Welcome to Kiata Country Club!

It is important to us that you are well-informed when you make your booking with us... but so that happens you'll need to understand our booking terms and conditions. These are important because they:

- outline the booking process including your payment options and how to cancel your booking; and
- explain your obligations and what our obligations are to you.

By making a booking to stay at Kiata Country Club through our website, you accept these booking conditions on behalf of yourself and all other persons staying at the park under your booking.

Please read these booking conditions carefully. Some terms used have a specific meaning given to them in the 'definitions' section below.

Our agreement with you includes these booking conditions, Conditions of entry: you must read the Child Protection Policy, Code of Conduct and Kiata Etiquette. These documents are available in the Visitor Information section of our website.

Important information

Cancellation fees:

If you cancel your booking because you have changed your mind, depending on the season for which your booking has been made, cancellation fees ranging from the first night's accommodation/site rate to the total booking value may apply. This does not apply to cancellations in limited circumstances due to causes beyond our control (such as flooding, earthquake, fire or pandemics)

Refunds:

We will charge an administration fee of up to \$20 to process refund requests. Some refunds over a certain amount and refunds for payments made via payment plan, BPay and EFT may also take up to 30 days to be processed.

Eligibility to book

Kiata is a private members club, and as such has a pre-approval process for your visit and booking application. The club is under no obligation to accept your booking. The club assesses your eligibility against a number of criteria – including, but not limited to, the information you provide in the Application to Visit form from our website. Bookings are only available via our website using the Application to Visit form. No phone bookings are accepted.

Children are welcome at our club but we do not accept bookings from persons under the age of 18. All visitors under the age of 18 must be accompanied by a responsible adult such as a parent or guardian. We reserve the right to cancel any booking where this condition is not met.

Your obligations

You agree that:

- you are personally liable for the payment of your booking and if the person, company or association indicated by you as being responsible for the payment of the account does not pay, your liability for the payment of the account will be joint and several;
- any charges for visitor services not billed at the time of departure, may be added to the account for settlement or charged to the same credit card used to pay the account, subject to an invoice being sent to you notifying you of any outstanding monies and all charges;
- you may be charged a reasonable amount for non-return of any loan equipment, to replace items missing from the accommodation or any property of ours that is damaged by you (or those staying with you). This amount may be invoiced to you and, should you fail to settle within 30days – no further attendances or bookings will be permitted.
- if additional persons exceeding those contemplated in your booking wish to stay with you, further charges may apply and/or additional sites and accommodation may need to be booked by you or those additional visitors. Furthermore, any additional adults must fill out and submit an Application to Visit.
- To read our Code of Behaviour, Etiquette Guide, Privacy Policy and Child Protection Plan (all available from the “Visitor Info” area of our website)

Securing your booking

So that we can secure your booking when it is made, you must pay the full amount or a deposit equal to the first night’s accommodation/site rate. Bookings will not be guaranteed without a deposit or payment in full.

If you pay a deposit, the balance of your booking must be paid by the final payment date below:-

For bookings placed on or after 30 June 2024:

- Premium and High Season (Oct to Feb): Final payment due 30 days prior to arrival
- Low Season (Mar – Sept): Final payment due on arrival

For bookings placed prior to 30 June 2024:

- Premium and High Season: Final payment due 30 days prior to arrival
- Low Season: Final payment due on arrival

Payment options

- **Card payments:** We accept Visa and Mastercard for visitor bookings.
- **Direct Transfer to our bank account (EFT)** Details of our bank account are contained in the email confirming your approval to visit and email.

Cancellations and refunds

The Australian Consumer Law provides certain statutory guarantees for consumers which cannot be excluded, for example that services will be provided with due care and skill. Nothing in these booking conditions modifies, excludes or restricts those guarantees or the remedies that may be available to you if we breach them.

Do you want to cancel your booking?

We understand that sometimes plans change. If you change your mind about your booking, you may cancel it at any time prior to your intended arrival.

If you cancel your booking within the cancellation period below, the following fees will be charged depending on the season

For bookings placed on or after 30 June 2024:

- **Premium and High Season:** Cancellations within 30 days of arrival will incur a cancellation fee equal to the first night's accommodation/site rate. Cancellations within 7 days of arrival will incur a cancellation fee equal to the total booking value.
- **Low Season:** Cancellations within 72 hours of arrival will incur a cancellation fee equal to the first night's accommodation/site rate. For Kiata members, cancellations within 48 hours of arrival will incur a cancellation fee equal to the first night's accommodation/site rate.

Some other things that you need to know if you choose to cancel your booking are:

- **Administration fee:** Where a refund is due, an administration fee of up to \$20 will be charged depending on our loss.
- **Refunds** will be processed to the same payment method which was used to pay for the booking and the following conditions apply:
 - For refunds of less than \$1,000, the refund will be processed within 7 working days by EFT once we receive your bank account details

What if we need to cancel your booking?

If we are unable to provide our services to you due to causes beyond our control (such as flooding, earthquake fire or pandemics), we will not be in breach of this agreement but will refund monies paid by you under this agreement for anything we can no longer supply. If we need to cancel in these circumstances, we will send you a SMS and/or email advising you of the situation and how you can claim your refund.

Booking changes

If you wish to modify your reservation, please contact our booking officer at visitors@kiata.com.au before your arrival. Please note that fees may apply for any adjustments to your stay.

Definitions

In these booking conditions:

- “Booking conditions” means these terms and conditions;
- “Conditions of stay” means the rules and conditions which apply to specific park and which can be located on our website.
- “club booking conditions” means the conditions for Kiata Country Club which can be located on our website.
- “our services” means the provision of accommodation and related services that we provide to you under this agreement;
- “Privacy policy” means the privacy policy for Kiata Country Club which can be located on our website.
- “we”, “our” or “us” means Nature Developments Pty Limited ABN 64 000 734 690, trading as Kiata Country Club
- “You” and “your” means the person making the booking and any person in the party you are booking for or who you or they are responsible for while using our services.