



Company Conferences

BOOKING TERMS AND CONDITIONS

Deposit:

A deposit of 30% is payable to confirm your booking date.
The balance of payment is required 30 days prior to the arrival date.

Payment of the initial deposit indicates acceptance of these booking terms and conditions.
All Credit Card payments will incur an additional 2% fee

Cancellation Fees:

Due to nature of the retreat being an exclusive use facility and clients pre-book well in advance, it is very difficult for us to replace bookings at a late stage. The following cancellation fees apply:

Bookings cancelled between time of booking and 90 days before the booking date will incur a cancellation fee of 15% of the total booking value.

Bookings cancelled between 90 – 30 days to the booking date will incur a cancellation fee of 30% of the booking value.

Bookings cancelled 30 – 14 days prior to the booking date will incur a cancellation fee of 50% of the booking value.

Bookings cancelled less than 14 days to the booking date will not be liable for a refund.

Date changes are allowed prior to the 90 days before the conference.

After this date changes are at the discretion of management. A booking cannot be refunded if a client wishes to change the date and a suitable date cannot be found.

Conditions:

The person affecting a booking shall be deemed to have accepted the booking conditions on behalf of all persons named in the booking.

Care is taken to ensure that the description of the facilities and services is accurate. KVBR cannot be held liable for omissions or errors whether temporary or permanent of the properties facilities & services. Clients are welcome to do a property inspection by appointment.

KVBR can sometimes include 3rd party services at the retreat. As an agent on behalf of this service, KVBR will not be liable under any circumstances for any failure by those service providers to fulfill their arrangements. Payment for these services will be made directly by the client to the individual/business.

KVBR is not liable for events/circumstances beyond our control such as weather related issues and acts of nature effecting energy supply.

Check in time is 2pm on the day of arrival. Check out time is 10am weekdays and 2pm Sundays. Late check-out is subject to availability & may incur a fee.

We have seating and crockery for up to 70 guests. Any additional requirements such as crockery, marquee hire, additional cooler rooms and additional furniture will be for your account.

KVBR has the option to request & receive a security deposit bond for large groups using the venue. This amount to be determined at the time of booking.

Guests are requested not to move furniture or bedding, as this may require an additional charge upon departure. The general rule is to please leave the property as you found it.

Outdoor Fire pit

Due to the nature & danger of an open fire at the "Outdoor Fire pit", please be aware of the following. There are only specific times that's this can be used and you will need to confirm this with the Manager. It is imperative that a responsible person from your party is assigned and briefed prior to the use. That person needs to sign an indemnity form and will also be responsible for control of the fire and its eventual termination. Due to the heavy use of firewood in this area we do apply a Firewood Levy for this use.

Industrial Kitchen - Use & Policy

If you use elect to use our onsite Caterer, this policy does not apply.

If you elect to use Self Cater or bring in your own Caterer, there is a hire fee charge of \$1000 to the caterer/individual for use of the kitchen, crockery & cutlery. This fee includes cost of all utilities.

Further to this, the Caterer/individual shall be required to lodge a security deposit of \$1000 prior to the event. This will be repaid within 7 days after a final inspection. The inspection will ensure that there is no damage to the kitchen, crockery & cutlery and that kitchen has been thoroughly cleaned. Charges apply to breakages. The kitchen is to be cleaned to a reasonable state, but all external & Self catering bookings will be subject to a final cleaning fee of \$150.

Prices:

All prices are subject to availability and can be withdrawn or varied without notice, prior to a confirmed booking being made and deposit paid.

Prices are subject to change if a booking is made over a year in advance, in line with new applicable rates at the time.