



Company Conferences

BOOKING TERMS AND CONDITIONS

30 August 2011

Deposit:

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

Payment of the initial deposit indicates acceptance of these booking terms and conditions.

All Credit Card payments (MasterCard & Visa only) will incur an additional 2% fee Payment of the initial deposit indicates

Cancellation Fees:

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

Total Booking Value – This is the total booking value of the accommodation rates for your booking.

- Bookings cancelled between the time of booking and 90 days prior to booking date will incur a cancellation fee of 20% of the total booking value.
- Bookings cancelled between 90 – 30 days to the booking date will incur a cancellation fee of 50% of the booking value.
- Bookings cancelled 30 – 14 days prior to the booking date will incur a cancellation fee of 75% of the booking value.
- Bookings cancelled less than 14 days prior to the booking date will not be liable for a refund.
- Date changes are allowed only 90 days prior to 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 at this point.

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 80 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 may be determined closer to the booking date.

We supply all bedding, linen and towels to the rooms. Beds are not made up but you can request this to be undertaken at a nominal cost.

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 we may apply a Firewood Levy for this use.

Industrial Kitchen - Use & Policy

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

If you decide to either self cater or employ an external Caterer, then you will have access to all the kitchen equipment but you need to supply your own cooking utensils, cookware, cutlery, crockery and glassware.

Further to this, the caterer/individual shall be required to pay a fee of \$500 for the use of the kitchen and lodge a security deposit of \$500 prior to the event. The security deposit will be repaid within 7 days after a final inspection. The inspection will ensure that there is no damage to the kitchen equipment. In some instances either or both these fees may be waived.

All Catering companies are to collect their equipment from the property the day after the wedding. The kitchen is to be cleaned to a reasonable state, but all external caterers & 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.