

Terms & Conditions

BOOKINGS/CANCELLATION POLICY

Booking Conditions

The Cobram Barooga Golf Resort bookings are conditional upon the guest agreeing to all terms and conditions as set out below. When booking you are agreeing to all terms and conditions.

Peak Season/Periods: (including Christmas , Easter, Melbourne Cup and all other long weekends , Public Holidays, School Holidays and Special Events): Minimum Booking periods apply. If booking more than 30 days in advance a deposit is required to secure reservations; full balance is payable 4 weeks prior to arrival date. If booking less than 30 days prior to arrival full payment is required at the time of booking.

Low & High Seasons: If booking more than 30 days in advance a deposit is required to secure reservations; full balance is payable 4 weeks prior to arrival date. If booking less than 30 days prior to arrival full payment is required at the time of booking.

Online Bookings: Full payment is required at the time of booking.

Credit Card Payments:

There is no fee charged for using your credit card for the initial booking payment , a fee of 5% will be charged for payments made at the time of arrival.

Cancellations

Your booking is for a set time and once confirmed, any changes will result in liability for payment of the whole time unless you have cancelled in accordance with this policy. Cancellations must be in writing. Guests who fail to arrive on the designated day or by 10:00am the following day will forfeit all monies paid. Tariffs are not refundable if you choose to shorten your stay.

In the event of your booking being cancelled prior to arrival, the following conditions apply:

- 30 days or more prior to arrival date: A cancellation fee of up to \$50 per person will apply
- Less than 30 days prior to arrival date: No refund applies

Online Bookings: Refunds are dependent on the booking site policy

Resort Management reserves the right to relocate or cancel any booking at its discretion.

Refunds after Arrival: Cobram Barooga Golf Resort has a "NO REFUND POLICY"

Therefore:

- Think carefully about the number of days you wish to book for. Check your arrival registration form to ensure the right arrival/departure dates are included.
- Be aware that the receptionists cannot give you a refund
- No refunds will be given for inclement weather
- If you feel there are exceptional circumstances please ask to speak to the Manager. Consideration may be given for a credit note.

Cobram Barooga Golf Resort reserves the right to eject guests from the Resort who are deemed by Management to be breaking Resort guidelines; behaving in a socially unacceptable manner; causing damage; disturbing guests; using unacceptable language. No refunds will be given and charges will apply for any damage caused.

Security Deposit and Photo Identification

Guests are required to provide a credit card imprint on arrival for incidental charges. Where a credit card is not available a \$200.00 cash bond will be required. The length of the guests stay may vary the amount of cash bond required.

Valid photo identification must be presented at the time of check-in

Fees and Charges

If in the course of a guests stay, and contributable to any guests or visitors , should any unforeseen expenses become apparent the guests credit card will be charged that amount. In the case of a bond, the bond funds will be held in reserve until such time that all costs associated with the said expenses are recovered. Any remaining bond moneys will be refunded to the guest. Should the amount of bond held be insufficient an account will be rendered and be payable upon demand.

Fees chargeable to guest accounts include, and are not limited to;

- Smoking, room degradation , general damage, any problem sufficient to result in a room being withdrawn from it's availability to be let - a daily room tariff fee (to be advised by the management, in accordance with business demand on the day, until the said room is considered to be in a saleable condition)
- Lost or stolen keys- \$50 – . Failure to do so will result in the fee being charged to their credit card, or deducted from their bond. the guest who will be given the opportunity to return keys taken will be refunded upon return.

Disclosure and Information Sharing

The Resort will not disclose your personal information without your approval, unless we are abided by law to do so.or we reasonably believe that disclosure is necessary to prevent or lessen a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or safety; and or suspect that unlawful act is or has been made and this information is a necessary for any part of investigation in the matter including us reporting our concerns to the relevant authorities.

Otherwise in order to protect your personal information we hold from misuse, loss, unauthorized access and or modification, we apply standard industry safety procedures for

Enforcement of Terms and Conditions

Copies of these Terms and Conditions are available at the Cobram Barooga Golf Resort reception, in each motel room compendium and website. By accessing and using Cobram Barooga Golf Resorts website or entry into our reception or Resort grounds, you agree that your access to and use of Cobram Barooga Golf Resort is subject to these Terms and Conditions.

It is also condition of your occupation that the owners/management of the premises are not liable for any omission, defaults or neglect for accidents or injuries to occupiers or guests visiting and damages to or loss of any property which the occupier or their guests bring on to the premises apart from any liability under the Travellers Accommodation Providers (Liability) Act 2001