

## **PRIVACY POLICY**

Reservations for short term holiday accommodation are accepted by Executive Retreats Booking Agency of PO Box 204, Port Douglas, QLD 4877 ("the Booking Agent") as agent for the owner of the property and to which bookings the following terms and conditions shall apply. [Full Privacy Policy](#)

## **BOOKINGS/PAYMENTS**

To secure a booking, the payment of a 25% non-refundable deposit and valid credit card details are required to confirm your booking. If the deposit is not received within 48 hours of the tentative booking, we reserve the right to accept another deposit without further notice. By paying a deposit you have read and agreed to our terms and conditions.

The balance of payment is due prior to 30 days of arrival date and is non-refundable. If the balance is not received within 48 hours of due date, your booking will be cancelled.

A merchant fee is charged for all debit and credit card transactions.

## **CANCELLATIONS**

Once your booking has been confirmed and receipted your deposit is non-refundable. If the booking is cancelled in writing more than 90 days from the date of commencement of your arrival, you will be released from the liability for the full balance of hire. (Credit card merchant fees are non-refundable.)

The Booking Agent recommends that the Guest takes out comprehensive holiday cancellation and protection insurance with a reputable insurance company to cater for any unforeseen circumstances which may arise including accident, ill health or any other matters beyond the Guest's reasonable control, as once the booking is confirmed and receipted, the Guest will be responsible for payment of the full rental.

Changing to another retreat or changing the dates cannot be done within this period. We highly recommend travel insurance to cover this possibility.

## **CHANGES TO ACCOMMODATION BOOKING**

Please choose your retreat carefully as no refund or change of retreat will be possible once your booking is confirmed. Outside of 90 days amendments will be charged a \$40.00 fee.

The guest agrees that the accommodation is booked only for the number of people stated on the booking confirmation. Any additional people will be charged for at the applicable nightly rate. The guest gives Executive Retreats the authority to charge the customer's credit card for any additional guests.

## **CHECK-IN/CHECK-OUT**

The retreat is available from 2:00pm on the day of arrival and is to be vacated by 10:00am on the day of departure. The only way to absolutely ensure early check-in or late check-out is to book an extra day.

Please note that our office hours are 8:00am-5:00pm AEST. If you are arriving before 5:00pm, please call the Executive Retreats office on (07) 40981418 from the airport so that we can arrange to unlock and greet you at the property. Check in is from 2:00pm.

Check-ins after 5:00pm time must be pre- arranged.

In order to make any *check*-ins after 5:00pm as easy as possible for you, we simply request you contact Executive Retreats prior to arrival on either (07) 40981418 or [info@executiveretreats.com.au](mailto:info@executiveretreats.com.au).

## **GENERAL**

### **Services**

A complimentary midweek service is included in the tariff for all bookings 8 nights and over. Additional services are available on request and will incur a service charge.

### **Baby Equipment**

Port-a-cots and highchairs are available for rental. Please contact our office to arrange prior to arrival.

### **Bed Configuration**

Beds will be made up to suit the group configuration provided when you booked. If you would like specific bedding arrangements, please notify the office at least 48 hours prior to your arrival.

### **Keys**

Loss of keys and remotes will be charged to the Guests at the discretion of Executive Retreats. A replacement charge of \$50 for keys and \$150 for remotes will be charged.

### **Noise**

Excessive noise is prohibited and may result in eviction without refund.

### **Guests Property**

All personal belongings, baggage, vehicles and other property of the guest of any description shall be the risk of the guest at all times and neither the Booking Agent nor the owner accepts any responsibility for any loss or damage thereto.

## **BREAKAGES AND DAMAGES**

We appreciate that the retreat will be returned to us in the condition presented on arrival. Any excessive cleaning required, or garbage removal will incur additional charges.

Breakages or damages not caused by normal wear and tear will be charged to your credit card if necessary. Please note that it is not our intention to charge for replacement or accidental broken crockery.

## **MAINTENANCE**

For reasons of safety we reserve the right to enter the property to repair any fault.

## **TELEPHONE CHARGES**

Local calls are complimentary. Calls made to Cairns from Port Douglas and surrounding areas are billed by Telstra as an STD charge.

ISD and STD calls will be charged to your credit card. A copy of charges can be requested. We suggest using a phone card or mobile for your convenience.

Please note: included at most retreats are local calls only and ISD & STD calls may not be available. And not all retreats have a telephone. Please check with our office prior to booking.

## **INTERNET**

Please note; not all retreats have internet available. Please check with our office prior to booking. Excessive downloading will incur additional charges.

## **WEDDINGS/PARTIES/EVENTS/FUNCTIONS**

Weddings, parties, events and functions are permitted at select retreats only and prior permission from Executive Retreats is absolutely necessary. For a list of permitted retreats please contact Executive Retreats.

## **LIABILITIES**

No responsibility is taken for personal items left on the premises during or after departure. Executive Retreats does not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control (including natural disasters).

We do not accept liability for error omissions, default or negligence represented on our website.

Executive Retreats does not accept liability for changes made due to renovation, alteration and refurbishing of individual retreats. We endeavour to keep our website updated at all times. Please choose your retreat carefully as no refund or change of retreat will be possible once your booking is confirmed.

Rates are subject to change without notice.

## **DISCLAIMER**

All property descriptions are made in good faith. No responsibility can be taken for alleged misrepresentation.

<https://www.executiveretreats.com.au/terms-conditions/>