



THE COUNTRY WOMEN'S ASSOCIATION OF WESTERN AUSTRALIA (INC.)
NON-PARTY POLITICAL NON-SECTARIAN

BOOKING TERMS AND CONDITIONS – CWA HOLIDAY HOMES

Welcome to the Country Women's Association of WA Holiday Homes. These Terms and Conditions have been developed to ensure you have a pleasant stay at our Holiday Homes. If you have any queries, each Holiday Home contact details are located at the end of this document.

1. Definitions

"Booking" means the period for which you have paid to stay at the property

"Property" means accommodation at Albany CWA Seaside Flats, CWA Esperance Holiday Homes, and the CWA Jurien Holiday Home and all their fixtures, fittings and equipment

"Management" means the owner and managers (including caretaker) of the property

"Guests" means the persons who stay overnight at the property during the Booking

"Visitor" means a person a Guest permits to visit the Property during the Booking

All charges listed in these Terms and Conditions are in Australian currency

"CWA" means the Country Women's Association of Western Australia (Inc.)

2. Bookings

- a. Bookings are accepted from non-members and members of the CWA.
- b. Discounts are available for members of the CWA upon provision of evidence of current membership (including inter-state memberships).
- c. Details of arrangements for booking accommodation at each Property can be obtained via the CWA website <https://www.cwaofwa.asn.au/accommodation/> and at the end of this document.
- d. Every effort has been made to accurately describe the Properties and their facilities. It is the Guest's responsibility to make any enquiries in respect to the Property at the time of Booking. Management will not be liable to the Guest in any respect should the Guest consider the Property to be unsuitable for any reason whatsoever.
- e. Management (at their sole discretion) reserves the right to revoke or refuse to honour any property accommodation booking which may be unsuitable for the Property concerned.

3. Acceptance and Responsibility

Payment of the deposit constitutes acceptance of these Terms and Conditions.

4. Check in / out

- a. Check in time is not before 2pm on the arrival date, and check out time is not later than 10am on the departure date.
- b. Early check-in or late departure is subject to prior arrangement and availability, although extra charges may apply.
- c. You must notify the Caretaker of your expected arrival time and provide a mobile contact number at the time of booking (if possible).
- d. Check in/check out and key collection/return procedure will be provided to you at the time of booking.

5. Payment

- a. A deposit of one night's accommodation must be received within 5 business days after the Booking has been made, unless otherwise agreed with Management. Bookings are not confirmed until this deposit is received.
- b. Payment in full must be received prior to check in.
- c. Payments of the amount due must be received in Australian currency net of any bank or other transaction charges.
- d. Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice or liability to you.
- e. We accept payment by the following methods:
Visa or Mastercard, direct deposit into our bank account, bank cheque or money order. Bank cheques and/or money orders to be made out to the relevant Property and marked NOT NEGOTIABLE.
- f. Our bank details will be advised to you at the time of booking.

6. Cancellation or Variation

- a. If you wish to vary or cancel your Booking please contact the Manager for your Property via the contact details on our website <https://www.cwaofwa.asn.au/accommodation/>
- b. Your deposit is non-refundable in the event of a cancellation less than seven (7) days prior to your Booking.
- c. If you have paid more than the deposit or paid in full and cancel your Booking, you will be refunded the funds paid minus the deposit.
- d. Should you be eligible for a refund it will be made through electronic funds transfer within 10 business days of receipt of the Guest's bank details by Management.
- e. A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- f. A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- g. An administration charge of \$25 will be charged for any variation.

7. Damage Deposit

A damage deposit of \$200 may be required on arrival. If required, this will be collected via credit card. Your deposit will be refunded in full via credit card, subject to an inspection of the property at the conclusion of your stay to confirm compliance with these terms and conditions.

8. Unavailability

If the property becomes unavailable for your occupancy due to unforeseen circumstances (eg. Fire, storm, damage, etc) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy; failing which any monies paid will be refunded in full.

9. Parties & Functions

Parties and Functions are strictly prohibited.

10. Linen & Towels

We supply linen, pillows, blankets and towels which must be left where supplied in the bedrooms or bathroom on departure. Beach towels are not included. Bath towels are not to be taken offsite to the beach or to a pool.

11. Minors, Children and Extra Beds

While all children are welcome, no person under the age of eighteen (18) years shall be entitled to stay at a CWA Holiday Home unless accompanied by a parent or an adult supervisor. Up to three children under 16 years stay free of charge when using existing beds. There is no capacity for extra beds in the units.

12. Pets

Pets are not allowed at the property (excluding Assistance Animals as defined under the Commonwealth *Disability Discrimination Act 1992*). Please provide advance notice at the time of booking if an Assistance Animal will need to accompany a Guest.

13. Your Other Responsibilities

- a. You must comply with all applicable House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property.
- b. You are responsible for damage, breakages, theft or loss to the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion) either deducted from your Damage Deposit or via payment prior to your departure.
- c. Only the guests nominated and agreed in the Booking may stay at the Property overnight. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- d. We want you to enjoy your stay but not disturb our neighbours. Noise levels should be at a minimum after 9pm. Excessive noise at any time is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- e. Before departure, all food must be removed from fridges, all rubbish put in the appropriate rubbish bins provided, and crockery and cutlery washed and packed away. The property must be left in a clean and tidy condition.
- f. Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, emptying the fridge, removal or excessive rubbish, etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs.
- g. All furniture and furnishings must be left in the position they were in when you arrived.
- h. The property should be vacated on time and secured. All windows and doors are to be locked. All keys must be returned to Management as directed at the time of check in.
- i. You are responsible for the safekeeping and replacement of accommodation keys. Lost or unreturned keys will incur an additional charge of \$15 per key.
- j. Smoking is not permitted in the Property.

14. Problems or Complaints

- a. In the case of any problem or complain, please inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. Repair/service access to the property may be required during reasonable hours.
- b. Any complaint, which cannot be resolved locally, must be notified in writing to Management as soon as practicable.

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 Management does not accept any responsibility for any loss or damage thereto.

The Management recommends that the Guest takes out travel or personal insurance to cater for any unforeseen circumstances which may arise beyond the Guest's reasonable control.

Thank you for supporting the Country Women's Association of Western Australia, a voice for city and country women. We hope you enjoy your stay.

Albany Seaside Flats

For bookings, please contact Laura on (08) 9841 1591 or 0451 686 003
or cwafats@westnet.com.au
<https://albanyseasideflatscwa.weebly.com/> for more information

Esperance Holiday Units

For bookings, please contact Lyn on 0419 096 039

Jurien Bay CWA Holiday Home

For bookings, please contact Jeanette & Laurie on 0405 674 182 or laurie.matters1@bigpond.com

Any other enquiries can be referred to **CWA State Office** on (08) 9321 6041 or info@cwaofwa.asn.au