

Terms & Conditions – Houses and Grounds

It's important to read and understand these terms & conditions, because when you book with us, you agree to abide by them. These Terms and Conditions ensure the safety of our guests, the preservation of our facilities, and an enjoyable holiday for all. If you have any concerns, please contact the office info@saltbushbb.org.au Presentation Family Centre Inc trades as Saltbush, Balnarring Beach, and is referred to here as “Saltbush”.

These Terms and Conditions use the term “**Primary Booking Contact**” to refer to:

- The person who is listed on the Invoice and/or Summary and/or Confirmation Forms **or**
- If the Primary Booking Contact represents an organisation or a group of people, the Primary Booking Contact includes the organisation and individuals attending.

If the **Primary Booking Contact** comprises two or more persons or entities, **these Terms and Conditions** apply to each of them severally and jointly.

1. Booking

- 1.1. Saltbush requires the contact details of all guests staying or visiting the site. The following information is required at the time of booking:
 - The full name, address, email, gender & mobile phone number of the primary booking contact
 - The full name, gender, mobile phone number of all adult guests
 - The full name of all children on site and their age
 - Identification, including a Health Care Card (HCC) if seeking the HCC rate.
- 1.2. Registered Guide Dogs and registered Therapy Animals are welcome, but we regret other pets are not allowed. (Registration details required at booking).
- 1.3. The Firepit is not to be used unless agreement is made in writing with Saltbush at the time of booking (usually only provided to school groups).

2. Payment

- 2.1. A 50% deposit is required at the time of booking, and final payment is due four weeks prior to arrival. If final payment is not received, bookings may be cancelled.
- 2.2. We ask that all guests attending the site are registered on the booking. Unregistered guests will be charged \$130 additional per night.
- 2.3. Registered Guide Dogs and registered Therapy Animals are welcome, but we regret other pets are not allowed. (Registration details required at booking).
- 2.4. Emergency Services – Where Saltbush, Balnarring Beach receives an account from emergency services for attending our facility, the guest who received the service or who was the subject of the call out will be responsible for paying the account.

3. Cancellation

- 3.1. Multiple Houses Bookings (2 or more)
(Includes schools, community, and other bookings with 2 or more houses).
 - 3.1.1. Bookings cancelled within 28 days of arrival will be charged 50% less cleaning charges.
 - 3.1.2. Bookings cancelled within 14 days of arrival will be charged 100% less cleaning charges.
- 3.2. Single House bookings
 - 3.2.1. Bookings cancelled within 14 days of arrival will be charged 50% less cleaning charges.
 - 3.2.2. Bookings cancelled within 7 days of arrival will be charged 100% less cleaning charges.
- 3.3. Cancellation or Change by Saltbush

Saltbush reserves the right to move, amend or cancel a booking at any time. Whilst we endeavour to fully honour bookings, there are on rare occasion unforeseen circumstances outside of our control.

4. Important Information

- 4.1. Guests are to be responsible for themselves. Saltbush is not equipped to provide intensive support to guests. Guests must be accompanied by a carer if they require day to day support.
- 4.2. The office is usually staffed between 9-3pm Monday to Friday and is closed on Public Holidays. An afterhours number is provided on the office door and in booking information.
- 4.3. Registered Guide Dogs and registered Therapy Animals are welcome, but we regret other pets are not allowed. (Registration details required at booking).
- 4.4. Saltbush has an Environmental Charter and is committed to reducing waste. We ask guests not to bring in single use plastics on to our site including plastic drink bottles and containers, balloons, straws, plastic bags.
- 4.5. Information is collected and stored according to our Privacy Policy, available on our website. Saltbush is a not-for-profit charity that relies on donations. Please note that the names of referral agencies, community groups, schools, and community service organisations who book with us will be disclosed in our annual report, newsletters, and other communications. If you prefer not to be named, please advise at the time of booking.

5. Your Responsibilities

- 5.1. Saltbush is a shared space, and we ask that all guests behave respectfully toward staff, neighbours, volunteers, other guests and follow the direction of Saltbush staff.
- 5.2. Parents and Carers are responsible for children and dependents at all times, including on School Holiday Programs.
- 5.3. Saltbush provides a space for a quiet and peace for people who need it most. We ask guests not to make excessive noise on site, and to have no noise audible outside the houses or Nanospace after 8.30pm.
- 5.4. The Primary Booking Contact must leave the house/s in a clean and tidy state and must place all waste material (rubbish, recycling, and compost) in the appropriate bin. Any rubbish which cannot be put into the bins provided must be removed.
- 5.5. Cost incurred by Saltbush in additional cleaning or removing waste material will be charged to the Primary Booking Contact.
- 5.6. If the property is left in an unkept or unclean manner, an additional cleaning fee will be charged to the Primary Booking Contact. This may impact future bookings.
- 5.7. Smoking is not permitted in the houses, Nanospace, playground or near other guests.
- 5.8. Pyrotechnics, candles, and naked flames are not permitted in houses, or on the surrounding land unless prior written consent has been provided. Consent will include designated areas.
- 5.9. The Firepit is not to be used unless agreement is made in writing with Saltbush at the time of booking (usually only provided to school groups). If agreement is provided in writing, the Primary Booking Contact is responsible for ensuring the Pit is safe to use, that all conditions related to the safe use of a fire pit are met, that safe use is allowed according to CFA guidelines and Fire Restrictions, and that all people associated with the booking are safe around the Pit.
- 5.10. Covid Safe - Guests are asked to comply with Covid Safe practices in place at the time of their stay, and to take reasonable measures to prevent the spread of Covid on site.

6. Check In/Out

Check out is strictly before 10am, check in is after 2pm, to allow us time to clean houses. Additional charges will apply if guests stay outside these times.

7. Key Collection and Return

Prior to arrival, Saltbush will give the Primary Booking Contact a four-digit code to the key safe, located at the entry to each house. The Primary Booking Contact must not provide the code to any person not staying at the property or who has no reasonable need to know the code. The Primary Booking Contact is responsible for removing the keys during the stay and returning them to the key safe at the end of hire, locking all doors, and turning the code to 0000. Key codes are regularly changed to ensure your safety and that of future guests.

8. School Holiday Programs

8.1. School Holiday Programs are designed for whole family participation. Parents or Carers are responsible for their children and those in their care at all times.

8.2. The School Holiday Programs in summer and autumn are in high demand. We try to ensure that a variety of families can access these programs, and therefore, we generally do not allow guests to book the summer or autumn School Holiday Programs more than once every two years.

9. Theft / Loss / Damage

9.1. The Primary Booking Contact releases, to the fullest extent possible at law, Saltbush from any liability for any loss of, damage to or theft of any property or equipment owned by the Primary Booking Contact or any third party at the house or property.

9.2. The Primary Booking Contact is responsible for any damage to the houses, including the area surrounding the houses, fences, fittings, furniture, equipment, and other property at the Venue, that occurs during their stay or because of, or in connection with, their stay.

9.3. The Primary Booking Contact acknowledges and agrees that the house/s, and all fixtures, fittings, equipment, or items are deemed to be in a good and clean condition and working order at the start of the stay.

9.4. The Primary Booking Contact must report damage immediately. If the damage is significant, or wilful, the primary booking contact may be required to pay for the damage and any losses or expenses caused by the damage.

9.5. Leaks must be reported immediately to Saltbush.

9.6. Saltbush staff and contractors may need to access the houses for repairs or safety checks, and will advise at the earliest possible time to ensure guest privacy.

9.7. All fixtures, fittings remain the property of Saltbush and are provided for the benefit of all guests. Any items taken from the accommodation will be charged to the primary booking contact.

10. Maximum Occupancy - Each house has a maximum occupancy that is not to be exceeded.

House 1:	10 people	House 2:	7 people	House 3:	8 people
House 4:	10 people	House 5:	8 people	House 6:	6 people

11. Failure to Comply with these Terms and Conditions

These terms and conditions are deemed to have been accepted by all registered guests at the time of deposit payment. Failure to abide by these terms and conditions will result in a request to vacate the premises and/or inability to rebook a stay at Saltbush Balnarring Beach.