



## Our Contact

✉ [natalie@coolangattaestate.com.au](mailto:natalie@coolangattaestate.com.au)

🌐 [www.coolangattaestate.com.au](http://www.coolangattaestate.com.au)

Date: 27th April 2024

## TERMS, CONDITIONS & CANCELLATIONS POLICIES

### Cellar Door

Seated tasting are for approximately 30 - 45 minutes.

The set fee is not redeemable or refundable. Should you decide to cancel a booking within 48hrs of arrival, you will incur a 100% cancellation fee.

Cancellation fees apply to any and all circumstances, including COVID 19 and severe weather conditions as well as any factor that is out of the control of Coolangatta Estate. Alternatively, a full credit can be applied for use at a later date, subject to approval of Coolangatta Estate.

For any clarification regarding these conditions please contact us to discuss.

Should you be running late please contact us immediately. Your allocated time slot will only be held for 15 minutes after your arrival time.

Please note all Sundays and public holidays will incur a 15% surcharge on food.

Regards,

**Natalie Bishop**

Estate Manager

Regards,

**Benjamin Bishop**

Estate Manager



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Date: 27th April 2024

## TERMS, CONDITIONS & CANCELLATIONS POLICIES

### Historical Accommodation

#### Non-Refundable Reservations

Please note, all non-refundable reservations will be processed within 24-hours of the booking being made.

Please ensure sufficient funds are available on your nominated debit/credit card. Failure to obtain payment for your non-refundable booking may result in your reservation being cancelled.

#### Booking Conditions

Check-in Time: 2.00pm

Check-out Time: 10.00am (noon on Sundays - except public holidays & Christmas holiday period)

Early check-in and late check-out is available for an additional fee - please contact us for further information.

Rooms are un-serviced throughout your stay, please see Reception if you have any requirements. Fees apply.

Regards,

**Natalie Bishop**

Estate Manager

Regards,

**Benjamin Bishop**

Estate Manager



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**Date: 27th April 2024**

## Historical Accommodation (continued)

### Deposits & Cancellation Policy

To secure a direct booking, a \$100 deposit is required at the time of reservation.

A minimum of 28 days notice is required to receive a full refund of the deposit (less 20% administration fee). 27-15 days notice to receive a 50% refund of the deposit. Cancellation within 14-6 days, a \$100 fee per room will be forfeited.

Bookings made via third-party booking sites (booking.com & expedia) are subject to the terms and conditions of those sites.

Full payment required 7 days prior to arrival date for bookings made on third-party booking sites (booking.com & expedia), or 5 days prior to arrival for bookings made directly through Coolangatta Estate.

Cancellations within 5 days of arrival forfeit the entire booking fee. Cancellations of non-refundable bookings are strictly non-refundable. Cancellations apply to any and all circumstances including Covid-19, severe weather events and any other conditions/events/factors that is outside the control of Coolangatta Estate.

**Regards,**

**Natalie Bishop**

Estate Manager

**Regards,**

**Benjamin Bishop**

Estate Manager



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## Historical Accommodation (continued)

### House Policies

Please note, all rooms on the Estate are non-smoking.

### Privacy / Noise

The Estate has a strict NO parties or group gatherings policy in and around accommodation or recreation areas. The Estate reserves the right to remove anyone not adhering to this policy, from the premises. The estate reserves the right to exclude or remove from the premises any and all undesirable persons without liability.

In accordance with the Coolangatta Estate's Liquor House Policy, we reserve the right to cease the supply of liquor to any guest that contradicts this policy.

### Pool Surrounds

The client is not permitted to have group gatherings after 9.00 p.m.  
No glass is permitted in the pool area at any time

Regards,

**Natalie Bishop**

Estate Manager

Regards,

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Date: 27th April 2024

## TERMS, CONDITIONS & CANCELLATIONS POLICIES

### Casual Dining / Private Functions

A \$10 per person deposit is required for all bookings 20 guests and larger.

This is to be paid at the time of booking.

Final payment and numbers are to be confirmed no later than 14 days prior to your booking.

Menu selections/pre-orders are to be submitted strictly 14 days prior to your function.

Coolangatta Estate may not be able to accommodate dietary requirements or changed to menu selections after this date.

Any changes or cancellation to your booking within 7 days is strictly not refundable. This includes changes to guest numbers.

Cancellations apply to any and all circumstances including Covid-19 and severe weather events conditions as well as any other factor that is outside the control of Coolangatta Estate

For any clarification regarding these conditions please contact us to discuss.

Regards,

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Estate Manager

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Date: 27th April 2024

## TERMS, CONDITIONS & CANCELLATIONS POLICIES

### Weddings

A deposit for a wedding will be refunded within 14 days from payment if you decide not to proceed.

A 50% refund will apply if over 12 months notice is given, thereafter the amount is non-refundable.

Any changes or cancellation to your wedding within 14 days is strictly not refundable. This includes changes to guest numbers.

Cancellations apply to any and all circumstances including Covid-19 and severe weather events conditions as well as any other factor that is outside the control of Coolangatta Estate

For any clarification regarding these conditions please contact us to discuss.

Regards,

**Natalie Bishop**

Estate Manager

Regards,

**Benjamin Bishop**

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Date: 27th April 2024

## TERMS, CONDITIONS & CANCELLATIONS POLICIES

### Weddings (continued)

#### Food & Beverage

Coolangatta Estate does not allow food or beverage to be brought into the premises\* – we are fully licensed, and all food and beverage must be catered for by Coolangatta Estate. Coolangatta Estate may alter the menu at any time due to a product not being seasonally available. Payment is to include an estimation of beverage costs, (if not on drinks package) if the cost is above the paid estimate, Coolangatta Bar staff will require a financial top up before proceeding with the bar TAB. However, a refund will be processed for any unused amounts within 7 business days after the function. No refunds apply if numbers change after confirmation. We are a fully licensed venue & do not permit patrons, guests, or invitees to bring liquor onto the premises. We are licensed to sell liquor until midnight. You can purchase spirits but due to RSA laws we do not serve double shots or straight spirits. In accordance with the Coolangatta Estate's Liquor House Policy, we reserve the right to cease the supply of liquor to any guests that contradicts this policy.

**\*a \$5000 venue fee applies for use of our premises for external catering**

Regards,

**Natalie Bishop**

Estate Manager

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**Benjamin Bishop**

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## TERMS, CONDITIONS & CANCELLATIONS POLICIES

### Security & Damage Prevention Policy

Our staff will take every care with your belongings; however, Coolangatta Historic Village Resort Pty. Ltd ACN 002 953 282 will not be responsible for any loss or damage to products or personal items whilst attending the venue.

Any damage you cause to the venue's property or fittings during your stay, is the financial responsibility of you.

Whilst all care is taken when handling your safety & property, no liability or responsibility will be taken for injury, loss of, or damage to property before, during or following your stay.

You are responsible for your own participation and well-being. You willingly and knowingly assume for yourself, your heirs and legal representatives, all risk of physical injury or emotional upset which may occur during or after your stay and you hereby agree to Coolangatta Estate; committee, employees, agents and /or volunteers, harmless from any liability, damage, loss, cost or expense, arising out of your stay with Coolangatta Estate.

Although accidents can happen, damage can be prevented by communication between the you & our staff. Repair or replacement charges will be passed onto you.

Regards,



**Natalie Bishop**

Estate Manager

Regards,



**Benjamin Bishop**

Estate Manager