

## Our Contact

✉ natalie@coolangattaestate.com.au

🌐 www.coolangattaestate.com.au

Date: 4th January 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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### 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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## 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**

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### 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,**

**Natalie Bishop**

Estate Manager

**Regards,**

**Benjamin Bishop**

Estate Manager



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## 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**

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### 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