



## **Terms and Conditions**

It is important that you take time to read and understand Goldfield Glampings terms and conditions before you book. By booking with Goldfield Glamping you are agreeing to accept all terms and conditions, without limitation as set out below. Goldfield Glamping maintains the right to amend, change, update or alter the terms and conditions without prior notice. Goldfield Glamping may be referred to as us or we in the terms and conditions. Any reference to you or your shall be deemed to reference all members of the booking party.

**If you are in breach of these terms and conditions, you may be asked to leave the property and your booking will be canceled forfeiting the fees paid.**

## **Bookings**

All booking are made subject to these terms and conditions. Any person making the booking is agreeing to the terms and conditions on behalf of all the individuals staying at Goldfield Glamping. Goldfield Glamping is an adults only site and welcomes people aged 18 years and over only.

Goldfield Glamping unfortunately cannot allow dogs to stay on the site (This is a condition of our planning approval).

If guests arrive with children under the age of 18 or with pets, they will be asked to leave. Guests may return during check in hours if they are able to find alternative arrangements for children and/or pets.

If a guest chooses to forfeit a night of their stay, then they should arrive the following day during check in hours.

It is your responsibility to ensure valuables are kept safe and Goldfield Glamping does not accept any responsibility for items lost, stolen or damaged on the site.

Each booking is taken for a specified number of guests. If additional people arrive, you will be asked to leave. The site is for the enjoyment of Goldfield Glamping guests only. Additional

people are not permitted to sleep in the tent; in their cars; in their own tents; or in the bathrooms.

Strictly no smoking inside or immediately outside of the tent. If the tent smells of cigarette smoke a fee equal to the replacement value of the tent and other fittings may be incurred. The site is no smoking and provision is made for smoking only within the area of the car park of the fire pit. If other guests are at the fire pit, then smoking is not permitted.

Shoes should be removed before entering the tent to prevent damage to carpets and bedding, when it is muddy. Additional cleaning fees will be charged where mud inside the tent is deemed (by the owner) to be excessive.

BBQs are situated outside of each tent. They should never be moved inside the tent.

We do not allow group bookings or parties to be held at Goldfield Glamping.

We ask guests to be mindful of other guests whilst staying and keeping noise to a minimum. Please do not play music loudly either outside or within the tent that may disturb others. Canvas does not absorb noise!

A valid credit card may be required on check in. A security deposit may be requested. The card must remain valid during the stay and will be charged to the replacement value of damage to the property that is caused by the guests.

### **Check in and check out**

Check in is from 4pm to 6pm . If you are going to arrive after 6pm, you must advise us before 6pm. We will then provide you with check in details.

Check out is before 11am.

Early check in or late check out may be available for a fee. (The fee aligns to the payment we need to make to our housekeeper or staff for additional hours of work).

### **Cancellation policy**

If you choose to cancel, you will need to let us know as soon as possible by email to [hello@goldfieldglamping.com.au](mailto:hello@goldfieldglamping.com.au) Cancellations must be made at least 28 days prior to check in date to receive a refund or to reschedule. If less than 28 days notice is given then a refund may be made only where we are able to re book the tents for the full length of the original booking. Any refund would be made minus an administration charge of \$50 We strongly recommend taking out travel insurance to cover this. Refunds, where agreed, will be processed within 7 days of the booking date.

If we agree to reschedule a stay because of extenuating circumstances, this will only occur ONCE. Guests who have received one change will not be permitted to make more, for any reason.

If you are unable to honor your booking, resale of the nights booking may only be made through Goldfield Glamping. Nights stays and gift vouchers which are advertised on Buy/Swap/Sell sites or third party sales will be forfeited.

#### Weather Conditions

We reserve the right to close the site due to adverse weather conditions. Where the fire danger rating reaches Extreme the site will be closed. Where this occurs we will refund or reschedule in consultation with the guest. We will provide as much notice as possible but you need to be aware that conditions can change quickly and we will respond as necessary.

#### Campfire

We do have a camp fire on site. Its use is subject to weather conditions and fire bans. Guests are not allowed to light additional fires or to bring their own fire pit for personal use. Goldfield Glamping does not guarantee that marshmallows will always be available for all glampers.

#### Gift vouchers

Gift vouchers are valid for the period listed on the voucher and are not refundable nor are they exchangeable for cash. Gift vouchers cannot be extended past the expiry date under any circumstances and the recipient must book and stay before the expiry date. Any unused amount will be forfeited. Goldfield Glamping will not be liable for any lost gift vouchers. Gift vouchers must be used at time of booking and will not be reimbursed if a booking or bookings are made without redeeming it. Gift vouchers are subject to availability and cannot be used in conjunction with any other promotions or special offers. The value of the gift voucher may cover the whole or part of the stay. Any additional amount may be used to purchase available hampers or food. Please book in advance so you are not disappointed

#### Personal Information

We reserve the right to keep personal information provided at the time of booking in accordance with Data Protection Laws. This will solely be for our information and to provide you with future offers and promotions. Your information will never be passed on to a third party. Thank you for reading. Please take out travel insurance for peace of mind whilst traveling.

## Covid 19

Please do not come to stay if you have received a positive Covid 19 test result. We ask our guests to adhere to all government directives relating to mask wearing, QR code and social distancing.

We will try to resell the booking for you and may at our discretion allow you to reschedule. We are sympathetic to the situation but we strongly advise you to take out travel insurance to cover any loss as we may not be able to assist you.

### Our Covid Guarantee

We will always refund if we have to close because of a government lockdown or because we are unable to open if we are sick.