

BOOKING TERMS & CONDITIONS



Thank you for your booking and choosing to stay at Catalina Resort, we have pleasure in providing you with the following details in relation to our Booking Terms and Conditions.

Booking Confirmation & Payment Process:

Once we receive your booking request and details, we will respond to you via email with a reconfirmation of your booking and relevant details; including selected apartment category, dates and associated costs. When received, we ask that you please take the time to check your booking details to ensure that they are correct, if you find that the details are incorrect please contact the resort immediately for assistance. Please ensure that you include your mobile phone number within your booking details along with your email address.

Upon receipt of your booking request; a \$200.00 Non Refundable deposit (or as per seasonal deposit requirements) will be processed against your nominated credit card. This deposit will both secure and guarantee your booking with Catalina Resort. Your confirmation will also advise you of the remaining outstanding balance of your accommodation costs which will be payable in full upon arrival and check-in at the Resort. (or as per seasonal booking requirements)

Please note that Guest check-in is available after 2.00pm and check-out time is strictly 10.00am on your scheduled day of departure. A late check-out from your apartment may be available, subject to booking demand, if this service is available and provided an additional charge will apply.

Our reception hours are:

Monday to Friday: 8.30 am until 5.00 pm
Saturday: 9.00 am until 3.00 pm
Sunday / Public Holidays: 9.00 am until 12.00 noon *(Closed Christmas Day)

If your scheduled time of arrival may be outside of our Reception hours, please telephone the resort 24 hours prior to your scheduled arrival as you will need to be advised of our 'After Hours' Guest check-in procedure and obtain the night safe combination, which will provide access to your unit keys.

Full payment of your accommodation is required prior to unit keys being released. Therefore if you are arriving after hours please ensure that your account has been settled prior to your arrival to ensure release/collection of keys. Please be advised that payment of your accommodation cost may be made via: Visa or MasterCard, we do not accept payments via cheque. Upon arrival a credit card will be required as a security bond on the apartment. If a valid credit card is not available or provided, you will be required to provide a cash bond of \$200.00 payable on check-in and refundable at time of your departure and inspection of the apartment.

The number of guests in your apartment will be recorded on check-in and we ask for your co-operation in not breaching our Health & Safety regulations by exceeding the number of registered guests for your chosen accommodation. All guests must be over the age of 21 years unless accompanied by a parent or guardian. Proof of age in the form of photo ID may be required prior to release of keys.

***Please be advised that all accommodation deposits are 'Non-Refundable' and that Catalina Resort has a strict NO PARTY POLICY and this policy will be enforced at all times.**

If you have any queries, or would like to arrange tours, transfers or require any further information about the resort and our facilities please don't hesitate to contact us by phoning (07) 5443 8666 or emailing reservations@catalinaresort.com.au .

We look forward to welcoming you to **CATALINA RESORT**.

Kind Regards
The Catalina Reservations Team

BOOKING TERMS & CONDITIONS:

Thank you for considering Catalina Resort for your accommodation, we have pleasure in providing you with the following details in relation to our Booking Terms and Conditions. These terms and conditions incorporate the basis on which bookings for accommodation at 'Catalina Resort' are accepted.

How to Book / Quotes and Reservations:

Bookings can be made over the internet via this website or by calling our resort on Phone: (07) 5443 8666 (Australian callers) or +61 7 5443 8666 (International callers). Photo ID will be required upon arrival to prevent credit card fraud.

All reservations are subject to availability and actual pricing at time of booking. Verbal quotes are valid for 24 hours only. Any verbal quote given is only an estimate of the price, which will be subject to written advice and confirmation of the reservation. All tariff quotes are given in AUD with a two (2) night minimum stay applying to Low/Mid-Season Bookings, and a minimum of five (5) or seven (7) night stays being applicable to High / Peak Season Bookings as indicated. One (1) night stays are not available.

Deposit:

A Non-Refundable deposit of \$200.00 (Low / Mid-Season) or \$300.00 (High / Peak-Season) per apartment must be received immediately to confirm the booking. Payment of this deposit will indicate acceptance of our booking terms and conditions. Catalina Resort bears no responsibility for monies paid to a travel agency, or booking centre until cleared funds are received in the trust account of Catalina Resort.

Payment:

The balance of accommodation must be paid in full prior to keys being released. Payment of outstanding accommodation costs may be made prior to your arrival or at the time of arrival, subject to the specific booking conditions. For all after-hours guest arrivals (late Arrivals) Catalina Resort will automatically process payment of the outstanding accommodation account from the credit card provided at time of booking. If prior approval has been given for the payment to be processed via cheque, payment must be received by Catalina Resort at least 14 days prior to arrival. If a confirmation is subject to 'reissue' if incorrect through error or omission, the guest will accept the liability to pay the correct cost or decline to retain the reservation. All Group Bookings are subject to our 'Group Booking Terms & Conditions' which are available upon request.

Payment Options:

Credit Cards Accepted:

We accept both MasterCard and Visa for payment of accommodation; unfortunately we do not accept Amex or Diners Card. All payments must be made in AUD. EFTPOS facility is available at reception for those guests making payments in person. We do not accept payments by cheque without prior approval.

Booking Confirmation & Payment Process:

Once we receive your booking request and details, we will respond to you in writing via email with a reconfirmation of your booking and relevant details; including selected apartment category, dates and associated costs. When received, we ask that you please take the time to check your booking details to ensure that they are correct, if you find that the details are incorrect please contact the resort immediately for assistance. Please ensure that you include your mobile phone number within your booking details along with your email address.

Upon receipt of your booking request; a \$200.00 Non Refundable deposit (or as per seasonal deposit requirements) will be processed against your nominated credit card. This deposit will both secure and guarantee your booking with Catalina Resort. Your confirmation will also advise you of the remaining outstanding balance of your accommodation costs which will be payable in full prior to; or upon arrival and check-in at the Resort. (Or: as per seasonal booking requirements)

***Please be advised that all accommodation deposits are 'Non-Refundable' and that Catalina Resort has a strict NO PARTY POLICY and is a NON SMOKING BUILDING, these policies will be enforced at all times.**

Catalina Resort: 47 Sixth Avenue, Cotton Tree. QLD 4558

Phone: (07) 5443 8666 Fax: (07) 5443 7942

Email: reservations@catalinaresort.com.au Web: www.catalinaresort.com.au

BOOKING TERMS & CONDITIONS - our cancellation policies are as follows -

Bookings made or confirmed within seven (7) days of arrival date:

DEPOSIT/PAYMENT:

For all accommodation bookings made and confirmed within a 7 day period of your scheduled arrival date at the resort, must be paid in full at the time of booking being made and confirmed.

CANCELLATION:

Bookings cancelled prior to arrival will incur a cancellation fee equivalent to the amount/value of \$200.00 (per apartment) will be forfeited.

NO SHOWS:

If a guest does not check-in at the resort as booked/scheduled, this will be deemed as a 'No Show' and all monies paid will be forfeited and charged 100% of the confirmed stay.

Low / Mid-Season Bookings:

* For all dates/periods other than Peak/High Season dates/period

DEPOSIT:

A \$200.00 Non-refundable deposit (per apartment) will be required to confirm each booking. A deposit is required for each apartment booked.

PAYMENT:

Payment in full of all accommodation costs may be paid either prior to; or at time of arrival at the Resort and Check-in.

CANCELLATION:

Bookings cancelled prior to arrival will incur a cancellation fee equivalent to the amount/value of the booking deposit, (per apartment) which will be forfeited.

NO SHOWS:

If a guest does not check-in at the resort as booked/scheduled, this will be deemed as a 'No Show' and all monies paid will be forfeited and charged 100% of the confirmed stay.

Peak / High Season Bookings: (Christmas/School Holiday Periods)

* 19th December 2014 - 19th January 2015

DEPOSIT:

A \$300.00 Non-refundable deposit (per apartment) will be required to confirm each booking. A deposit is required for each apartment booked.

PAYMENT:

Payment in full of all accommodation costs must be made 30 days prior to scheduled date of arrival at the resort. Failure to make payment in full of the accommodation costs 30 days prior to your scheduled arrival date at the resort, will invoke an automatic cancellation of the booking and loss of deposit/pre-paid monies.

CANCELLATION:

Bookings cancelled **outside 30 days** prior to arrival will incur a cancellation fee equivalent to the amount/value of the booking deposit, (per apartment) which will be forfeited.

Bookings cancelled **within 30 days** prior to scheduled arrival will incur a cancellation fee; equivalent to the amount/value of 50% of the total booking cost (per apartment), which will be forfeited.

Bookings cancelled **within 15 days** prior to scheduled arrival will incur a cancellation fee; equivalent to the amount/value of 100% of the total booking cost (per apartment), which will be forfeited.

NO SHOWS:

If a guest does not check-in at the resort as booked/scheduled, this will be deemed as a 'No Show' and all monies paid will be forfeited and charged 100% of the confirmed stay.

Amendments:

If you choose to vacate an apartment before the confirmed departure date, no refund will be given.

Any amendment to a confirmed booking will incur a \$25.00 amendment fee.

For all Group Bookings, all amendments and rooming lists must be received by Catalina Resort in writing at least 14 days prior to arrival.

Please be advised that all cancellations or amendments to bookings must be received in writing via either of the following:

Post: Catalina Resort: 47 Sixth Avenue, Cotton Tree. QLD 4558
or PO BOX 222, Cotton Tree. QLD 4558

Fax: (07) 5443 7942

Email: reservations@catalinaresort.com.au

Travel Insurance:

We highly recommend all our guests to have an appropriate level of travel insurance. Travel Insurance can be arranged by many travel agents or via 'On-line Insurance Agencies'.

Rates:

Rates are effective from 1st April 2014 to 31st March 2015. Tariffs are subject to change without notice and may change at any time. Minimum night stays apply and vary amongst apartment categories and seasons. Any verbal quote is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.

Catalina Resort operates and supports a dynamic pricing structure, (similar to airlines) where all rates are updated daily and subject to change. If you find your rate has decreased, and payment has been made within our booking payment terms and conditions, we are unable to amend or change this booking for you. Bookings are confirmed at the 'Best rate of the Day' at time of booking, confirmed bookings are not subject to an increase unless the original booking is amended by the guest.

All prepaid accommodation costs are deemed 'Non-Refundable'. Once a guest has registered and checked-in to their allocated accommodation, there will be no refund of accommodation costs paid. If a guest decides to vacate/depart their accommodation early of their personal choice; or as a direct result of eviction due to a breach of the Building/Resort By-Laws, there will be no refund of accommodation costs paid.

Refunds:

If a refund is applicable, this will be made by cheque only and will be made payable to the registered guest as per our booking details.

Subject to Change:

We cannot be held responsible for circumstances beyond our control. That is, if any specific apartment within the property is sold or withdrawn from the rental market; or if the property is altered in any way; or the owner requires the property for their own personal use; or any other bona fide reason. Therefore Resort Management are unable to guarantee or confirm any specific apartment numbers or floor levels to guests at any stage during the booking process. However a 'Personal Request' from a guest will be recognised and acknowledged, but not guaranteed.

No responsibility is accepted for errors and omissions contained on our web site and ensuing correspondence with respect to bookings and tariffs. We are careful not to misrepresent any apartment or the resort property and facilities.

Specific apartment numbers and apartment locations are not guaranteed and are subject to change due to unforeseen circumstances. Apartment numbers will not be allocated nor confirmed until guest arrives at the resort for check-in.

Check-in and Check-out:

Standard guest check-in time is 2:00pm on day of arrival and Check-out time is 10:00am on the day of departure. If a guest requires an early guaranteed Check-in prior to 2:00pm, the apartment must be reserved from the previous night and therefore will incur an additional nightly charge.

For a scheduled arrival outside of our resort reception closing time, please advise arrival details at time of booking.

Late Check-out:

All late check-outs are subject to availability and must be requested a minimum of 24 hours prior to your scheduled departure. Please contact our reception team to place a request. Late check-outs are at the sole discretion of the Resort Manager. If a late check-out is offered and confirmed there will be an additional charge of \$65.00 for this service with continued access to your allocated accommodation until 3:00pm on day of departure.

Credit Card Authorisation:

A credit card authorisation will be asked for at time of check-in and will be used to cover incidental items, such as (but not limited to):

Telephone or Internet Charges

Additional Services Transfers/Tours booked during your stay

Any breakages or damage incurred during your stay

Any excessive cleaning charges, above the normal level of cleaning, due to the apartment being left in an unacceptable or unlettable state/condition/presentation.

We will pre-authorise all credit cards upon arrival. Please note that this process validates the presented card and protects both the card holder and merchant from fraud. We may pre-authorise a card for any charges we determine that the guest may be likely to have during their stay. The pre-authorised amount is set aside by the credit card company for a period of up to 10 working days. This pre-authorisation will affect your available funds.

For more information regarding pre-authorisation we suggest the cardholder contact their card issuer.

Once a pre-authorisation has been made, we cannot release, remove or reduce the authorised amount. This is a restriction placed on us by the bank and cannot be negotiated.

Security Deposits and Photo I.D. required at check-in:

All guests are required to provide a credit card pre-authorisation on arrival at the resort to cover any miscellaneous charges. Where a valid credit card is not available a \$200.00 cash deposit will be required. (per guest). A current driver's license or passport will be required at check-in. This ID may be copied or stored as a record that we have verified who you are as a combat to increasing credit card crime

Any personal information contained on the collected ID will be securely stored and carefully disposed of at the end of its usefulness or requirements.

For bookings during Peak/High Seasons and special events as advised by the resort a security bond of \$350.00 may be required.

Booking Arrangements:

The person affecting a booking via any available booking source shall be deemed to have accepted the booking terms and conditions on behalf of all persons associated with; or named in the booking.

Under 21

All clients under the age of 21 years of age must be accompanied by a parent/guardian or an individual over the age of 21. The resort has the right to refuse any booking, or access to the property, when the legal guardian cannot provide a current form of acceptable ID when requested at check-in or is not present at check-in, nor intends to stay at the resort for the duration of the booking.

School Leavers:

We reserve the right to reject bookings from School Leavers and/or University Leavers/Students from mid/late November – early December as we do not have policies, procedures or resources to meet the unique needs of those attending the annual 'Schoolies' Event/Festival. Catalina Resort does not seek 'Schoolie' bookings and if on check-in persons holding a booking are found to be attending or participating in the 'Schoolies' Event/Festival they will NOT be checked-in to any accommodation and no refunds will be given.

If you are attending this annual event please contact the event organisers who will be able to assist with your accommodation requirements.

Child Policy:

0-2 years FOC (Free of charge) if the infant is using existing bedding (Rollaway / Porta Cot / Sofa bed are not classified as existing bedding). Cot hire and Rollaway beds are available at an additional charge. These facilities must be pre-booked prior to arrival and are subject to availability and safety regulations.

3 – 14 years Adult rate applies.

Request Policy:

Although every effort will be made to meet and satisfy any specific requests on behalf of our guests, we are unable to guarantee them.

We are happy to accept a personal request from a guest in relation to preferred floor level/view/aspect or outlook from your allocated accommodation. In addition to requests for alternative bedding configuration to those offered as part of our standard presentation will be duly noted and acknowledged within your booking proforma.

However please be reminded that these are a request only and cannot be guaranteed by resort staff or management. Whilst we endeavour to meet our guest's requests, this may not always be possible due to circumstances beyond our control.

Any such requests are not deemed to form the basis of acceptance of a booking. Refund of any pre-paid accommodation costs will not be applicable as a result of a guest's personal request not being met or fulfilled as part of the booking process.

Upon arrival should you consider the apartment that you have been allocated not suitable. Accommodation category upgrades or relocations can be requested – subject to availability and if available will incur an additional cost. Guest wishing to change rooms after check-in will incur a cleaning fee.

Catalina Resort

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