

The Retreat Port Stephens

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TERMS AND CONDITIONS **OF YOUR STAY AT THE RETREAT**

The list below has been provided for the comfort of all guests. Please read these carefully and sign below to confirm that you have read and agree these terms and conditions.

- Office hours are 8.30am – 6.00pm
- Pool and games room hours are 8.30am – 10.00pm. Once the pool closes NO ONE is to swim until it reopens in the morning
- Abide by all rules set out in the Park rules section of The Retreat Accommodation Guest Guide located in all buildings.
- Report any damage and/or broken items to office staff as soon as possible or before departure
- If you have a pet to abide by The Retreat's Pet Policy
- Groups have filled out and given to office staff a list of all guests in your group.
- All Visitors of guests are to report to the office upon arrival.
- Sand board hire is \$1 per hour and The Retreat accepts no responsibility of any injuries that may occur.
- \$50 bond for Cottages and/or a \$200 bond for group buildings need to be paid and will be refunded after your stay after a building inspection.
- Checkout is 10.00am unless otherwise agreed by Office.
- Keys are to be returned to the office upon departure. Failure to return keys will have a charge of \$30 per set.
- **After 10pm guests are asked to return to their building and keep noise to a minimum. If you or your group are deemed too noisy by the Management you will be asked once to reduce noise levels. After this a security company will be called and the charge for this callout will be charged from the Bond. This charge is \$70. If this happens more than twice you and your group will be asked to leave immediately.**

Booking name _____ DL no. _____

Signature _____ Date _____

BOND AMOUNT \$ _____

Cash €

Pre-authorisation €

