

GROUP FACT SHEET

Terms and Conditions

1. QUALIFYING FOR GROUP BOOKING

1.1. To qualify for a group booking your booking must have a minimum of fifteen (15) guests staying. The minimum length of stay will be dependent on the month of the booking.

1.2. All group bookings must be arranged and paid for by one person known as the 'Group Organiser'. This can be a team coach, a club board member, or a person nominated by the team/group. This nominated person would be our contact person for all arrangements, payments, and whilst onsite.

1.3. Group bookings can be arranged by a travel agent or Professional Group Agency. All group booking rates are non-commissionable.

2. ACCOMMODATION INFORMATION

Nobby Beach Holiday Village has a variety of houses, villas, and studio accommodations available to suit the needs of small to large groups. Each house, villa, or studio is supplied with complimentary linen, blankets & pillows.

Garden Penthouse: 4 bedrooms, 2 mains with luxury queen beds, 2 bunk rooms with triple bunks, 1 open area with 1 set of bunks (sleeps 12).

Poolside Penthouse: 2 bedrooms, main with luxury queen bed. second with two sets of bunks (sleeps 6).

Deluxe Poolside Villas: 2 bedrooms, main with queen bed, second with 2 sets of bunks (sleeps 6).





Deluxe Tropical Villa: 2 bedrooms, main with luxury queen size bed, second with two sets of bunks (sleeps 6).

Deluxe Seabreeze Villas: 2 bedrooms, main with luxury queen size bed, second with two sets of bunks (sleeps 6).

Garden Houses: 3 bedrooms, 2 with queen beds and 1 room with two sets of bunks (sleeps 8), **also optional 4 bedroom Garden House (sleeps 10).**

Standard Studio: Double bed and 1 bunk bed (sleeps 4).

Basic Studio (4 Berth): Double bed and a set of bunks (sleeps 4), no ensuite or shower facilities.

Bunk Bed Policy - Please be advised that under Workplace Health & Safety obligations we must comply with the Australian Standard AS/NZS 4220:0210 - Bunk Beds & Other Elevated Beds. Children under the age of 9 years are not permitted to use the top bunk. Children must also not play on the top bunk. Please take this into consideration when making a booking.

3. BOOKING DEPOSITS

3.1. A 50% non-refundable deposit is requested at the time of booking unless otherwise stated on the Group Booking Confirmation.

3.2. A Group Booking Confirmation will be issued outlining the accommodation booked. On receipt of the deposit, the group booking will be confirmed in writing from Nobby Beach Holiday Village.

3.3. If a group booking is made less than 2 months prior to arrival, payment in full for the booking will be required.

3.4. If a deposit is not received by the due date, we may cancel the group booking and re-sell any accommodation without notice.



4. PAYMENT

4.1. The accommodation (less the deposit) must be paid a minimum of eight (8) weeks prior to the first arrival unless otherwise agreed in writing.

4.2. Payments can be made in installments leading up to the eight (8) weeks prior.

4.3. All prices quoted are in AUD and inclusive of GST.

4.4. On the conclusion of the group booking, a tax invoice will be sent to the nominated person (organiser). This invoice will include all deposits, transactions including accommodation, bond refunds, and cleaning costs if applicable.

4.5. In the event the payments are not received on the due date, we may cancel the group booking and re-sell any accommodation without notice. Any monies already received will be forfeited. A group booking will only be re-instated once full payment has been received.

4.6. Payments can be made either by direct transfer, cash, EFTPOS, or credit card (Visa or Mastercard). Payments made with either a Visa or Mastercard will incur a nonrefundable 0.72% credit card processing fee.

4.7. In the event a refund occurs, it will be processed via the same payment method. I.e. if paid on a credit card - refunded on the same credit card, if paid in cash or direct deposit - refunded by direct deposit to one nominated bank account (cash refunds will not be issued).



5. CANCELLATIONS AND AMENDMENTS

5.1. If you need to cancel your booking at any stage, the deposit will be forfeited.

5.2. In the event you have to cancel the group booking with less than eight (8) weeks' notice before check-in any payments received will be forfeited for the accommodation rates.

5.3. In the event of a group booking cancelling in full, we will do our best to resell the total amount of the accommodation for the period which was booked. If this is successful, we will refund up to 50% of the total booking.

5.4. Once the final payment is received eight (8) weeks prior to the check-in date, any reduction to the number of villas, cabins, studios, or length of stay will be treated as a cancellation and incur full cancellation fees for the accommodation. In the event these changes are significant we reserve the right to vary the number of villas, cabins, or studios and the style.

5.5. In the event you are concerned about incurring losses in relation to cancellations to the booking, we suggest you consider insuring with a travel insurer.

5.6. All amendments and cancellations must be received in writing.

6. CLEANING FEES

6.1. On the check-out day, cabins will be inspected by a Nobby Beach Holiday Village representative to ensure they are returned in a satisfactory condition with all the keys. If the accommodation(s) is left in an unsatisfactory condition a service fee will be charged.

6.2. In the event a cabin key is lost after office hours, a call-out fee of \$50 will apply for assistance and a \$100 replacement key charge will apply. In the event damage is caused to the lock, additional fees will apply for this to be replaced.



7. CHECK-IN AND CHECK OUT

7.1. Check-in and check-out times are:

Check-in: after 2pm (unless otherwise agreed)

Check out: before 10am

7.2. Reception is open daily from 8am-6pm Mon-Sat and 9am-5pm on Sundays and Public Holidays.

Arrivals outside these hours are to be prearranged with late arrival confirmed 24 hours prior to the arrival date.

7.3. Cabins must be left clean and tidy when checking out, otherwise, a cleaning fee will be charged.

7.4. The cabins should be left as requested below:

- Our team will strip all beds, please do not strip the beds.
- All dirty dishes are to be cleaned and placed in the cupboards.
- All rubbish must be removed from the cabins and placed in the rubbish bins provided throughout the park. Please see our park map if you need guidance.
- All cutlery, crockery, and linen are to be returned to their original cabin.
- Accommodation BBQs are to be left clean.
- The cabin door must be locked on departure.

8. GROUP ORGANISER'S RESPONSIBILITIES

8.1. A 'Group Co-ordinator' is to be appointed and will be the liaison person for Nobby Beach Holiday Village. The 'Group Co-ordinator' will be over 18 years old and must be present whilst the group is staying at Nobby Beach Holiday Village. They will be responsible for the conduct of the group members whilst staying and is to be contactable at all times during the stay. A mobile phone number is to be registered with Nobby Beach Holiday Village prior to arrival.



8.2. The 'Groups Co-ordinator' is responsible for ensuring all information is received by the requested times including deposits, payments, and event information.

8.3. At least one adult over the age of 18 years must be allocated to sleep in each accommodation for supervisory purposes. This adult will be responsible for the house, villa, or studio.

8.4. The 'Group Co-ordinator' will ensure the houses, villas, and studios are left on departure as per the cleaning instructions above in 7.4.

9. VEHICLE AND BUS/COACH PARKING

9.1. Parking is available adjacent to each villa, cabin, or studio for one car or a small minibus (up to 12 people).

9.2. Onsite parking may be available for buses and coaches in a secure environment. Please inform us prior to arrival if you require bus or coach parking.

9.4. Should you be bringing a trailer or bus, please inform us prior to arrival to make arrangements.

9.5. Nobby Beach Holiday Village is a shared zone with a 5km/h speed limit throughout the Village at all times.



**We really appreciate you
staying with us at
Nobby Beach Holiday Village
and trust you will enjoy your
holiday experience with us!**

**Thanks, the team at
Nobby Beach Holiday Village.**

