

Baywatch Retreat: Terms and Conditions

Version: 1.0

Welcome to Baywatch Retreat.

Thank you for booking with us. For your booking you agree to the following terms and conditions.

Booking and Payment:

- Full payment is required to confirm your booking.
 - Payments can be made via Visa, MasterCard, or other approved methods.
 - Credit Card Surcharge may apply.
 - For non-refundable rates, payment is required at the time of booking.
 - A valid credit card is required at check-in for incidentals.
 - Pre-authorize guests' credit cards after free cancellation ends.
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Check-In and Check-Out:

- Check-in: 2:00 PM – 3:30 PM.
 - Check-out: By 10:30 AM.
 - Early or Late check-in or late check-out may be available upon request, subject to availability, and may incur additional charges.
 - Reception is open from 9.00 AM – 4.00 PM.
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Children and Extra Beds:

- Children aged 12 and older welcome and charged and charged at Adult Rates.
 - Extra beds are available upon request, subject to availability and additional charges.
 - Specific room restrictions may apply.
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Cancellation and Refund Policy:

- **General Cancellation Policy:**
 - Free cancellation is available until 14 days before the scheduled arrival date.
 - Cancellations made within 14 days of the scheduled arrival date will incur charges for the full reservation period.
 - Failure to arrive (no-show) will result in no refund being issued.
- **Non-Refundable Bookings:**
 - For No cancellations, modifications, or refund are permitted.
- **Booking Modifications:**
 - The change is made at least 7 days prior to the check-in date.
 - The new booking is for the same or a higher price than the original reservation.
 - The original reservation rooms must be available.
 - The same booking conditions and room type are maintained.
- **Exceptions:**
 - Medical emergencies, family bereavement, or flight issues: Fees waived with valid proof.

Cancellation and Refund Approval Process:

At Baywatch Retreat, we have a structured process for handling cancellation requests and refund approvals to ensure transparency and consistency:

- **Cancellation Request:**
 - Guests must submit cancellation requests via the booking platform used or directly through our reservations team.
- **Cancellation Request Information:**
 - Booking date
 - Reservation Details: Name, Room, Dates
 - Booking Site booking was made from
 - Reason for Cancellation
 - Action Request
- **Policy Review:**
 - Cancellation requests are reviewed against the applicable cancellation policy (flexible, non-refundable, or special terms outlined at the time of booking).
- **Approval Criteria:**
 - Refunds are approved only if the cancellation meets the conditions specified in the policy (e.g., cancellation within the allowed time frame, valid exception such as medical emergencies with proof).
- **Processing Time:**
 - Approved refunds will be processed within 7–14 business days, depending on the payment method used.
 - Exclusion may apply to this timeframe.
- **Communication:**
 - Guests will be notified of the outcome of their cancellation request and any refund details via email or their booking channel.
- **No Refund Cases:**
 - Refunds will not be issued for no-shows, late cancellations outside the policy terms, or bookings marked as non-refundable.

For any questions regarding cancellations or refunds, please contact us directly using the contact details below.

Wheelchair Accessibility:

Baywatch Retreat is committed to ensuring accessibility and comfort for all guests, including those with mobility challenges.

- **Accessibility Features:**
 - Selected areas of the property are wheelchair accessible.
 - For detailed information about accessible rooms or facilities, please contact us directly prior to booking.
- **Requests for Assistance:**
 - Guests requiring additional support or equipment are encouraged to notify us in advance so we can make appropriate arrangements.
- **Limitations:**
 - While we strive to accommodate all guests, certain areas of the property may have limited accessibility due to the natural terrain.

We are dedicated to making your stay as comfortable and enjoyable as possible. Please feel free to reach out for any specific needs or concerns.

No Smoking:

- Baywatch Retreat is a smoke-free property.
 - Smoking inside the property will result in eviction without refund and a cleaning fee.
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Antisocial Behaviour:

Baywatch Retreat is committed to maintaining a peaceful and welcoming environment for all guests.

To ensure this, the following policy on antisocial behaviour applies:

- **Prohibited Behaviour:**
 - Excessive noise, disruptive conduct, verbal or physical aggression, vandalism, or any actions that disturb the comfort of other guests or staff will not be tolerated.
 - **Parties and Gatherings:**
 - Unauthorised parties, gatherings, or events are strictly prohibited on the premises.
 - **Consequences:**
 - Guests engaging in antisocial behaviour may be asked to leave immediately without a refund.
 - **Reporting:**
 - Guests are encouraged to report any instances of antisocial behaviour to management promptly.
 - **Excessive Noise:**
 - To ensure a peaceful environment, noise must be kept to a minimum between 10:00 PM and 7:00 AM.
 - **Damage and Loss:**
 - Guests are responsible for any damage to property or loss of items during their stay.
 - Any damages or additional cleaning costs incurred as a result of such behaviour will be charged to the guest.
 - Charges will be applied for repairs, replacements, or additional cleaning if necessary.
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Alcohol Policy:

At Baywatch Retreat, we strive to maintain a safe, enjoyable, and respectful environment for all our guests. The following alcohol policy applies:

- **Consumption:**
 - Guests are welcome to consume alcohol responsibly within their private accommodations or designated areas.
- **Behaviour:**
 - Antisocial or disruptive behaviour caused by alcohol consumption will not be tolerated and may result in eviction without a refund.
- **Age Restrictions:**
 - Alcohol consumption is permitted only for guests who are of legal drinking age (18 years and older) in accordance with Australian law.
- **BYO Policy:**
 - Guests are allowed to bring their own alcohol for personal use.
 - Excessive quantities that could lead to disturbances are discouraged.
- **Events:**
 - Alcohol service or consumption during group events must be pre-approved by management.

We thank you for adhering to this policy to ensure a safe and enjoyable experience for everyone.

Other General Terms and Conditions:

- **Parking:**
 - Limited free parking is available onsite.
 - **Pets:**
 - Pets are not allowed, except for certified service animals, pre approval is required.
 - **Environmental Commitment:**
 - We are committed to sustainability. Guests are encouraged to conserve water and energy, recycle, and adhere to eco-friendly practices.
 - **Liability:**
 - Baywatch Retreat is not liable for personal injury, loss, or damage to personal belongings during your stay.
 - **Other Booking Channel Terms and Conditions:**
 - In the event of any discrepancies between these terms and conditions and those provided by other booking channels, the terms and conditions outlined here will take precedence.
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Location Information:

- Address: 9 Heppingstone View, Augusta, WA 6290.
 - Directions: Turn right after BP petrol station in Augusta.
 - Nearby attractions include:
 - The property is a 12-minute walk from the beach and offers views of the Southern Ocean and Blackwood River.
 - Cape Leeuwin Lighthouse (8-minute drive)
 - Jewel Cave and Hamelin Bay (10-minute drive)
 - Margaret River wine region (20-minute drive)
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Hotel Contacts:

For inquiries, modifications, or further assistance, please contact us.

Hotel Manager

Baywatch Retreat Pty Ltd

ABN: 84 673 579 667

9 Heppinstone View

Augusta Western Australia 6290

E: manager@baywatchretreat.au

W: www.baywatchretreat.au

E: bookings@bayatchretreat.au

M: 0477 738 839

P: (+61) 08 92039537

W: www.baywatchretreat.au

We look forward to welcoming you to Baywatch Retreat for a relaxing and enjoyable stay.

Baywatch Retreat: Privacy Policy:

At Baywatch Retreat, we are committed to protecting your privacy and ensuring that your personal information is handled with the utmost care.

Collection of Information:

- We collect personal information necessary for processing bookings and enhancing your stay. This may include your name, contact details, payment information, and preferences.

Use of Information:

Your information is used solely for purposes such as:

- Confirming and managing your reservations.
- Providing services during your stay.
- Sending booking confirmations and relevant updates.

Sharing of Information:

- We do not share your personal information with third parties except as necessary to process payments, comply with legal obligations, or provide the services you have requested.

Data Security:

- Baywatch Retreat employs secure methods to store and protect your information from unauthorised access, disclosure, or misuse.

Cookies:

- Our website may use cookies to improve functionality and enhance your browsing experience. You can manage cookie settings in your browser.

Your Rights:

- You have the right to access, correct, or delete your personal information at any time. Please contact us for assistance with these requests.

Policy Updates:

- This policy may be updated periodically. Changes will be reflected on our website, and significant updates will be communicated to our guests.

For questions or concerns regarding our Privacy Policy, please contact Baywatch Retreat directly. We value your trust and are dedicated to ensuring your privacy.

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