

Booking Terms & Conditions



Acceptance of these Terms & Conditions is a requirement.

Your acknowledgement is understood when you make a booking.

- Earth & Soul Retreat facilities are for guests only. It is intended that at any given time there will be no more than 4 guests on Earth & Soul, ensuring your seclusion and your exclusive experience. If you wish to have visitors during your stay, please speak to us at the Main Home to make arrangements.
- Cabin Accommodation is for adult singles or couples only (Maximum 2 people). If the maximum number of people is found to be exceeded your booking will be terminated immediately with no refund given.
- **Minimum booking 2 nights.**
- Mid-week Booking special bonus. Book 2-, 3- or 4-nights mid-week and receive an extra night free. (Mid-week means, in any one week arrive after 2pm Sunday to Wednesday and check out by 11am the following Friday.)
- All accommodation rates & prices are per cabin, irrespective of the number of people.
- All rates & prices include GST and are firm at the date of deposit, otherwise they are subject to change without notice.
- We accept MasterCard and Visa Card. Direct deposits may be arranged. Please contact us for bank details.
- To secure your booking:
 - When booking more than 14 days before your date of arrival - 50% deposit required with your booking and the other 50% 14 days before arrival.
 - When booking 14 days or less before your date of arrival – full payment required with your booking.
- Guests are responsible for damage, loss and theft from the cabin during your stay.
- All Bookings require a \$200 security deposit (additional to your booking) to cover loss or damage that may occur during your stay. The security deposit may be held as a holding authorisation on your preferred credit card or otherwise as a charge against your credit card. The security deposit will be released/refunded within 3 days of your check-out subject to successful inspection.
- If there is any damage or loss, we reserve the right to charge the credit card to fix or replace the item/s or repair the damage.
- **We ask guests to leave the cabins in a reasonably clean condition. It is expected that the kitchen will be left in a condition similar to how it was on arrival. Where no effort is made by the guest a cleaning fee of \$200 will be imposed on your credit card.**
- We provide lots of consumable items (e.g., tissues, teas, toilet paper, paper towels etc) so you won't run out during your stay. If you take the unused items with you when you go, we will charge the credit card to replace them.

- Changes & Cancellations
 - Bookings are not cancellable.
 - Payments are not refundable.
 - If notified more than 14 days before the arrival date, your booking may be transferred to a date within 12 months of your booking dates.
 - No alterations can be made within 14 days prior to arrival date.
 - Bookings may be transferred to another party.
 - COVID-19 conditions: All bookings unable to be fulfilled specifically due to QLD Government travel restrictions can be altered to a later date, or will have a credit issued for up to 12 months.
 - Extra payment may be required if the rates for the new rates differ from the original rates.
 - It is recommended that guests obtain travel insurance (particularly for longer stays), to cover cancellations, loss of deposits, medical and other emergencies.
- Smoking
 - Smoking is not permitted on the premises including the deck.
 - If you do smoke elsewhere, please ensure your used cigarettes are disposed of responsibly.
 - A cleaning fee of \$200 will be imposed upon your credit card if smoking is detected within the premises.
- Pets/Animals
 - No pets allowed
 - We will terminate your booking immediately, with no refund given, if pets/animals are found on the premises or detected to have been on the premises and a cleaning fee of \$200 will be imposed on your credit card.

We aim to ensure your time here and mine is enjoyable.

Regards... Mark & Donna
Earth & Soul Retreat



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