



## Payment Details

A 50% non-refundable deposit is required to confirm your booking. Once the deposit is received via bank transfer or credit card payment, the dates you selected will be confirmed. Final payment is due 90 days prior to check-in. Belle Helena Retreats (BHR) accepts payment via credit card (Visa, MasterCard and AMEX) over the phone. A valid credit card is required for a security bond on all bookings made. Please note that there will be a credit card surcharge of 2% for Australian cards and 2.9% for international cards.

Reservations are not confirmed until:

1. We have received your booking request in full
2. Full list of guests and ages are provided
3. Your payment has been processed; and
4. We have sent you a booking confirmation email

By paying a deposit for a BHR you are agreeing undisputedly to these terms and conditions. BHR reserves the right to decline any booking request.

## Cancellation Policy

Due to the private, boutique nature of BHR and associated retreats, we only accommodate a limited number of guests. It is the responsibility of the guest to read, understand and agree to our cancellation policy before booking with us.

All cancellations made within less than 90 days of your event will be charged the full booking fee. Under those circumstances no refunds will be allowed. If you cancel outside of the 90 day period, you will not receive the 50% non-refundable deposit.

If you fail to arrive on the date of your retreat stay, arrive on a date other than your confirmed booking date, or you leave early, your payment is non-refundable and the booking is non-transferrable to another date. Please note we cannot offer a refund if you change your mind about the property after arrival.

**MASSAGE, SPECIALIST THERAPIES AND CONSULTATIONS** - Cancellation of massage appointments, specialist therapies and consultations require 24 hours' notice to avoid a 100% cancellation fee.

**LUXURY TRANSFERS** - Cancellation fees are calculated from time of cancellation to pick-up time. 24-48 hours: 20% of booking fee retained. 24 hours or less before pick-up time: 50% of booking fee retained. All payments (100%) are forfeited if passenger does not show up for the booking, or cancels within 12 hours of booked pickup time.

**COVID** – As we are now aware of COVID and travel restrictions are in place, our standard terms and conditions apply. If you have any questions, please contact our office.

Please note that cancellation fees are necessary to compensate retreat organisers and associated contractors for the holding of a reservation in good faith, and the consequent refusal of subsequent booking requests. This cancellation policy is equitably applied in fairness to all, irrespective of the nature of the cause of the cancellation.



## **Insurance**

We highly recommend you consider travel insurance to mitigate any loss you may suffer due to illness, bad weather or any other event that may lead to the cancellation of your retreat booking. If travelling from overseas, we require a copy of all guest's valid passport, travel and medical insurance one week prior to arrival.

## **Force Majeure**

The retreat booking is made in good faith and maybe subject to change. Refunds cannot be given for events out of control of the property owner or BHR organisers. BHR and BHR organisers will not be in breach of this agreement, or any way liable to any party, if it is prevented from complying with this agreement by reason of act of God, act of public enemy, act of terrorism, war, earthquake, riot, explosion, pandemic, compliance with any law or government restraint order, rule regulations, strike, lockout or any other cause not reasonably within the control of BHR and BHR organisers. In the event of the premises becoming unavailable prior to your arrival through unforeseen circumstances, BHR organisers will inform you immediately and seek to move the retreat date within 12 months from the original booking. The property owner and BHR organisers take no responsibility for any issues relating to noise on neighbouring properties.

## **Arrival Policy**

Check-in is available from 2pm to 5pm. You will be greeted at the property and provided keys. Please note, the person collecting the keys must be the person named on the booking form (who made and paid for the booking). If an alternative person will be collecting the keys, the Booking Name Person must inform us of this in writing prior to arrival, along with the name and contact phone number of the new person collecting keys. The person collecting keys must supply BHR organisers with a Drivers Licence on check-in. If you are unable to collect keys from the retreat by 5pm, please advise us of this at your earliest convenience, so we can arrange for after-hours key collection.

## **Departure Policy**

Check-out is by 10am. Additional charges of \$200/hour will be incurred for late check-outs. Cleaning required above and beyond a standard clean will incur additional charges, i.e. marks on walls, coffee stains or odd items in pool etc. Any charges applicable for the above will be charged to your credit card.

## **Lost Keys and Remotes:**

Please ensure you look after your keys, as the following charges will apply:

- Out of hours callout for keys locked inside property - \$100
- Replacement of lost keys – up to \$1,000 (changing of locks may be required)
- Replacement of lost remote – up to \$300

## **Additional charges**

Management reserves the right to charge guests for the following, but not restricted to, all damages and breakages, towels and missing items, late departure and extra cleaning. Any additional charges will automatically be charged to the credit card provided as security for the booking following at least one attempt to contact the credit cardholder.



### **Smoking Policy**

Smoking inside the property is strictly prohibited. Decks, poolside and dining areas are non-smoking. Additional cleaning costs will be charged to guests who do.

### **Drugs and Illegal Substances**

It is prohibited to use illegal drugs or any other illegal substances at BHPR, or practice any illegal activities.

### **Candles Policy**

No candles to be lit anywhere on the property, in the house or any treatments rooms.

### **Pets**

Pets are not permitted on BHPR grounds.

### **Maximum Number of Retreat Guests**

A maximum of 22 guests are allowed on the property at any one time. There is a limit of 22 guests on the Family & Friends Retreat, and a limit of 16 guests on our Corporate Retreat and Women's Retreat due to the Japanese style dorm being single occupancy/only semi-private. The names of all retreat guests must be disclosed to BHR organisers prior to check-in, and any changes to your retreat guest list must be communicated to BHR organisers. Additional guests will be asked to leave and additional charges will be deducted from the security bond, unless prior arrangements have been agreed upon.

### **Behaviour & Noise Policy**

Belle Helena Private Resort is a retreat space, and there is to be NO parties, functions or large gatherings at our property. Please respect our neighbours and other guests and keep noise to a minimum. Unreasonable noise will not be tolerated after 10:00 pm. Bond will be lost if noise does not cease after 10:00 pm. We reserve the right to request people who are making too much noise at any time of the day or night to leave. A security company or police may be called to investigate complaints of excessive noise or anti-social behaviour. Any charges incurred by the security company or police will be charged to the credit card provided as security for the booking. If a second security call-out is received at the property anytime during the day/night, all retreat guests will be evicted from the property by security without retreat tariff or bond refunded.

### **Pool**

To avoid disturbing neighbours, please refrain from using the pool before 6am and after 10pm. Please ensure that all children are supervised by an adult at all times. If you notice a faulty gate, fence or lock, please notify us immediately. Alcohol or glass is prohibited inside the fenced pool area or in the pool.



## **Complaints**

In the case of any problem or complaint, it is important that you as the guest, inform us at the earliest opportunity so that we have the chance to rectify the situation as quickly and efficiently as possible. After hours' numbers will be provided by BHR organisers on check-in. Any complaint, which cannot be resolved locally, must be notified in writing within three (3) days of the end of service provided.

If the guest fails to follow this procedure this may hinder our ability to rectify the complaint and reduce or extinguish any claim made. BHR organisers will try to rectify any problems as soon as possible and within reason.

The description of the property is given in good faith and no responsibility for misinterpretation will be accepted.

## **Parking Policy**

Please park cars in allocated parking spots. Parking anywhere outside of the allocated parking will incur a \$500 fine.

## **Video and Photography Consent**

By attending a Belle Helena Retreat you agree to being filmed or photographed which may be used for marketing or promotional purposes.

## **Maintenance**

Please note that BHPR is a large property that requires regular maintenance and general servicing at times. Whilst we do our best to minimise any disturbance for your group, some works may be carried out during your stay such as; lawn mowing, pool maintenance, gardening and other general repairs. We thank you for your understanding.

## **Cleaning & Laundry**

Rooms and bedding will be cleaned only after your departure. The \$1,000 cleaning cost is not included in the retreat package price. If you would like the rooms to be cleaned during your stay, please advise us and we will arrange this service for an additional cost. If you would like the common areas to be cleaned also during your stay, you can request this at an additional cost.

## **Internet Usage**

Internet is provided as a convenience to our guests. Login and password details will be provided at the commencement of your stay. Due to technical issues being out of our control, we cannot guarantee internet and offer a refund or discount on your tariff should internet service be unavailable at any time during your stay.

## **Privacy Policy**

BHPR/BHR is subject to the National Privacy Principles in the Privacy Act 1988. We will generally collect personal information about you directly from you when you deal with us over the telephone or by letter or e-mail.



Normally, the type of personal information collected by us will include your name, address, telephone number and e-mail address. We may use your personal information for some or all of the following purposes:

- provide marketing information to you about our products and services
- to monitor the standard and quality of service we provide to your or other guests

If you do not wish to receive these communications from us, you may unsubscribe. If you choose to send email messages to us that contain confidential, private or personal information, you do so entirely at your own risk.

### **Governing Law**

The Law of New South Wales governs your use and occupation of the property during this reservation. You agree to submit to the exclusive jurisdiction of the Courts of New South Wales.

### **Shooting Content at BHPR**

BHR organisers allow for you and your guests to take candid photos of your stay experiences and share on social media, but anything beyond this will need to be agreed with BHR organisers prior. When posting on social media we request that you tag BHPR clearly in the description and location with @bellehelena\_privateresort

### **Copyright**

The information, text, graphics, images, sounds, links and all other information and software published or otherwise contained on this site (“the contents”) are the exclusive property of BHPR/BHR and, except as authorised on this site, may not be copied, distributed, displayed, reproduced or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of BHR organisers. BHPR does not warrant the accuracy, currency or completeness of the contents, including, without limitation, any information relating to prices or availability. BHPR will from time to time revise the contents and/or the products, services and resources described on the website and other communication platforms, and reserves the right to make such changes without any obligation to notify past, current or prospective visitors or users of the website or other promotional platforms.

Please note that by participating in Belle Helena Retreat activities and associated services you do so at your own risk, and BHPR/BHR organisers are not responsible for any injury or any ongoing personal choices you make relating to any advice or suggestions while accessing this service. You are solely responsible for evaluating and assessing your own personal choices and health and well-being. Please don’t do anything that doesn’t feel right or causes you pain or conflicts with any professional advice from your own doctor or specialist. In case of doubt listen to your own best judgement.