

## 1. TERMS AND CONDITIONS RECITALS

- A. Campbell Point House (hereinafter referred to as CPH) is a private hotel available for use strictly under the terms herein.
- B. Guests acknowledge they are responsible for all guests in their party adhering to the terms and conditions as set out under this agreement.
- C. The Hirer will be personally responsible and liable for any breach and subsequent loss, or damage caused or occasioned by them or any other guest under this agreement.
- D. The Hirer agrees to indemnify and be held responsible for any loss, damage or claims against CPH however so arising from any failure to comply with the terms under this agreement.
- E. Bookings will be confirmed by the issuing of a 'booking confirmation' after payment being received under the terms and conditions herein.

## 2. OPERATIVE PART

### Interpretation

The laws of the state of Victoria govern this agreement, and the parties, submit to non-exclusive jurisdiction of the courts of that State. In the interpretation of this agreement:

- A. References to 'CPH' refer to Co. Trading as CPH or where applicable CPH will also refer to the physical property and grounds in its entirety.
- B. References to 'the client' and 'the hirer' refer to all guests that may be on the property from time to time.
- C. References to 'registered guests' refers to 'staying guests'.
- D. Parties must perform their obligations on the dates and times fixed by reference to the capital city of the state of Victoria; Reference to an amount of money is a reference to the amount in the lawful currency of the Commonwealth of Australia.
- E. If the day on or by which anything is to be done is a Saturday, a Sunday or a public holiday in the place in which it is to be done, then it must be done on the next business day.
- F. References to a party are intended to bind their executors, administrators and permitted transferees.
- G. Obligations under this agreement affecting more than one party bind them jointly and each of them severally.

## 3. TERMS OF PAYMENT AND CANCELLATION

Should the client fail to pay the balance of deposit within the time stated CPH would consider the booking cancelled and will rely upon the cancellation terms provided herein.

- A. **Payment methods accepted:** Credit card / Debit card & Direct deposit. No cash is handled at the property and cheques are not accepted.
- B. **Standard Payments:** Rooms may be "held" at no charge for a maximum of 5 working days and then must be confirmed with a deposit payment of 50% and secured by a credit card or released. All bookings for Campbell Point House must be paid in full 10 days prior to the date of stay.
- C. **Festive Season Payments:** This applies to the festive season date range of 15 December to 5 January: 50% deposit at the time of reservation. Payment in full 60 days out from the date of stay.
- D. **Group Bookings Payments:** For bookings of 2 Suites or more: 25% deposit at the time of reservation and the deposit is non-refundable. Payment in full 60 days prior to the date of stay.
- E. **Exclusive Use Payments:** Applies to all reservations for Exclusive Use of the hotel including weddings and events: 25% of the quote is payable as a deposit at the time of reservation. The deposit is non-refundable. Payment in full for venue hire is due 6 months prior to the date of the stay/event. Catering payment for events due 28 days prior to booking with a non-refundable deposit of 25%
- F. **Age requirement:** Guests must be 18 years or older with valid government issued identification to reserve and to check in to a guest room. A person of the minimum age requirement must be present at check in time and become a registered guest in the room.
- G. **Photo ID Policy:** For your safety and security, a valid photo ID (e.g. passport or driver's license) is required to be presented PRIOR TO check in. For bookings made on third party websites, we will require to retain a copy of your photo ID.
- H. **Payment Policy:** It is a policy of CPH to take a security deposit prior to arrival to guarantee both incidental charges and in case of damages for the duration of your stay. Furthermore, we do monitor all guest accounts throughout the stay to ensure that the account does not exceed the bond secured upon check in. The security deposit amount is \$250 per bedroom per night or \$5,000 if you have booked the property exclusively.

- I. At check in, a pre - authorisation of \$250 per bedroom per night is processed on your credit card. We recommend that the final bill be settled with the same credit card presented on check in.
- J. **Note about Pre-authorisation:** A pre-authorisation is a security deposit amount frozen (or reserved) on your credit card, but not deducted from your account. It may take 5 – 7 business days for this amount to be available on your credit card. Please note that this process and the estimated time for the return of funds are enforced by the card issuer and cannot be controlled by CPH.
- K. **Paying by debit card:** Prior to, or upon check-in, a payment equivalent to the total accommodation amount plus \$250 per night per bedroom is processed on your credit card. Any unspent amounts are refunded at time of check out onto the same card. Please allow 5 – 7 business days for the refund to appear on your debit card account – the estimated time for the return of refunds is enforced by the card issuer and cannot be controlled or influenced by CPH.
- L. **A Public Holiday Surcharge** of 20% applies to food and beverage and other services performed on a Victorian Public Holiday
- M. **Standard Cancellations:** Cancellation more than 60 days out from the date of stay – 50% cancellation fee (loss of deposit). Cancellation within 60 days from the date of stay – cancellation fee of 100% will be charged.
- N. **Group Booking Cancellations** for bookings of 2 Rooms/Suites or more: Cancellation more than 90 days out from the date of stay – Cancellation fee of 50%. Cancellation within 30 days from the date of stay – Cancellation fee of 100%.
- O. **Amendments to number of rooms held:** Reductions in total rooms/ suites held (25% change or less) can be made up until 60 days out without incurring cancellation fees. Changes greater than 25% and/or less than 60 days out will incur the appropriate cancellation fee.
- P. **Exclusive Use Cancellations:** Applies to all reservations for Exclusive Use of the hotel including weddings and events: Deposits are non-refundable. In the event CPH is unable to be re-booked at full occupancy for the entire period of the cancelled booking the client will be liable for the amount payable for the entire period unable to be re-booked. 75% of quoted catering amount is payable in full if an event/ function/ wedding is cancelled within 6 months of the booked date. Changes of date are considered cancellations.
- Q. **Gift Voucher Bookings:** Please present the original voucher at check in. For these bookings, we will require a bond of \$500 per room for incidentals as well as any outstanding accommodation amount not covered by the voucher.
- R. **Credit Card Merchant Service Fees:** Credit card payments, including payments by Paypass, Paywave or Respay, will incur a merchant service fee in addition to the total amount payable as follows: Visa, Mastercard, American Express 1.5% (Inc GST)
- S. High season is 1 October until 31 March Low season is 1 April until 30 September.
- T. Check in time begins at 3:00pm and concludes at 6pm (arrivals outside of this window by prior agreement only) and check out is by 11am. Early arrivals and late departures are based on availability, fees may apply. In order to guarantee arrival prior to 3pm, pre- registration is available at an additional full night charge.
- U. Parking is available onsite free of charge at 1 car per room.

## 4. CHANGES OF DATE

CPH will only consider client requests for date alterations will be considered where at least 60 day's notice is given for 1 suite hires. This is subject to the availability of CPH and the payment of any rate difference that may be applicable. Exclusive use - no change of date is possible.

## 5. HIRE PERIOD

- A. **Check in Policy:** Check in time begins at 3:00pm and concludes at 6pm (arrivals outside of this window by prior agreement only) and check out is by 11am.
- B. Early arrivals and late departures are based on availability, fees may apply. In order to guarantee arrival prior to 3pm, pre-registration is available at an additional full night charge.
- C. Age requirement: Guests must be 18 years or older with valid government issued identification to reserve and to check in to a guest room. A person of the minimum age requirement must be present at check in time and become a registered guest in the room.

- D. Photo ID Policy: For your safety and security, a valid photo ID (e.g. passport or driver's license) is required to be presented PRIOR TO check in and we will require to retain a copy of your photo ID.

## 6. USE OF PROPERTY, NUMBER OF GUESTS

Campbell Point House has 8 Suites: 1 Master suite (level 2), 4 Mansion Suites (Level 1), The Lake Suite, The Cottage and The Stables. Each Suite has its own private ensuite featuring toilet, and walk in shower.

- A. The bedrooms all have king beds.  
 B. All Suites are furnished with lounge chair(s), wardrobe, stocked mini fridge and tea and coffee making provisions.  
 C. **Bedroom Capacity:** Each bedroom has a maximum capacity of 2 people.  
 D. The client warrants that the property will be used for personal domestic and holiday purposes only. Should the client use the property for any other purpose without the prior consent of CPH, CPH reserves the right to cancel the client's booking immediately. Should this be necessary the client will not be entitled to a refund of any monies paid.  
 E. The client warrants that all guest information provided is true and accurate.  
 F. The client warrants that it will not cause disturbance to CPH's neighbours. Excessive noise is prohibited; any failure to comply with this condition may result in termination of the agreement and the immediate eviction of guests.  
 G. CPH is a private hotel, and therefore only hosts booked guests. – we are unable to allow visitors to the property. Any unauthorised gatherings of non-resident guests will result in a minimum fee of \$2000. The final fee will be determined depending on the nature and impact the gathering has on the property.  
 H. Food preparation facilities are not available for guest use and no self-catering is permitted.  
 I. CPH is fully licensed and BYO alcohol is not permitted. A \$500 fee may be payable should BYO alcohol be consumed on the property.  
 J. Service of alcohol ceases at 11pm for hotel stays. For events alcohol service concludes at 11pm on Fridays and Saturdays and 10pm on other nights of the week, this is the time events must also conclude.

## 7. CARE OF PROPERTY, BREAKAGES, DAMAGE AND CLEANING

- A. The client agrees to take all due reasonable and proper care of the property, including its furniture, chattels and fixtures. The client warrants that it will leave the property in the same state as it was provided to them in, the client warrants it will not move any furniture, chattels or fixtures from their original positions.  
 B. CPH is not connected to mains sewers as such the client warrants that it will take extra care to ensure only toilet paper is flushed down toilets. The client warrants to accept responsibility for any repairs made necessary by a failure to comply with this condition.  
 C. The client acknowledges it may be liable for any necessary cleaning required due to a failure to comply with the conditions under this agreement.  
 D. The client warrants that no ball games and no running will take place throughout the property, or in the pool area.  
 E. The client agrees that CPH may take any amount necessary from the security deposit, required to put CPH into the position it was in prior to the failure to comply with the conditions within this agreement. The client agrees to reimburse CPH for the necessary repair or replacement of any breakages or damage to any furniture, chattels or fixtures that form part of CPH.  
 F. Please refrain from using any spray tan at the property as it stains.

## 8. PETS AND THE ENVIRONMENT

- A. CPH is set within a rural setting on the banks of Lake Connemare. The client acknowledges that wildlife, some of which can be dangerous is sometimes present in and around the property. These include snakes, water birds, mice and foxes.  
 B. The client warrants that it must be vigilant particularly during the summer months, ensuring that appropriate footwear and clothing is worn and external suite doors remain closed when unattended..

## 9. DAY SPA, POOL AREA AND TENNIS COURT

- A. Observe the 'Pool Rules' as displayed in the pool area.  
 B. There is no glass permitted in the pool area.  
 C. The pool area is not accessible during events at the property and there is no swimming allowed between 8pm and 8am.

- D. There is no provision for use of the tennis court under this agreement.

## 10. COMPLAINTS AND PROPERTY ISSUES

In the event of maintenance issue or complaint the client must notify management at the earliest opportunity by calling management on 0499289015 or alerting staff onsite.

## 11. RIGHT OF ENTRY

- A. The client acknowledges that CPH representatives shall be at the property at reasonable times for the purpose of inspection or to carry out necessary repairs or maintenance.  
 B. CPH representatives are present at the staff quarters and office at the property and have access to these areas at all times. These areas are off limits to guests.  
 C. CPH representative(s) will be on-site at all times during your stay.  
 D. Designated staff areas are not accessible to guests.

## 12. WARRANTIES

CPH does not warrant and is neither liable nor responsible for the accuracy of any verbal information or statements given by its servants or agents.

## 13. LIABILITY

- A. Any monies or other valuables, goods or vehicles that belong to you, brought in or on to the room, grounds or car park remain your responsibility and CPH is not responsible for their safekeeping.  
 B. To the extent permitted by law, you agree to release and hold harmless CPH and its current and former owner(s), employees and agents against and from all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including consequential and economic losses, property loss/damage and damage for injury, including personal injury and death) arising out of, caused by, attributable to or resulting from your reservation or your stay at CPH for any reason whatsoever.  
 C. You agree to indemnify CPH and its current and former owner(s), employees and agents for all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including consequential and economic losses, property loss/damage and damage for injury, including personal injury and death) incurred or suffered by CPH or its current or former employees or agents arising out of, caused by, attributable to or resulting from your reservation or your stay at CPH except to the extent caused by or contributed to by CPH and its current or former employees or agents negligence.  
 D. You agree regardless of your length of stay there is no tenancy or other proprietary rights created under any laws.  
 E. CPH, together with any of its assignees, servants or agents shall not be, subject to statutory limitations, liable to the client, its guests or assignees or any third parties, for damage, loss, expense or injury howsoever arising in connection with the clients stay.  
 F. Due to unforeseen natural occurrences, CPH may not be able to control certain problems that may accompany weather-related incidents and is not responsible should there be a power failure, or other condition that may inconvenience our guests. We will do everything we can to rectify any situations as soon as possible.  
 G. The client acknowledges that travel insurance is the sole responsibility of each individual staying at the property.  
 H. CPH is a wax free / flame free property (no sparklers or unprotected flames- contact us for approval)  
 I. The use of drones requires pre-approval.  
 J. Professional / commercial photography is not permitted unless otherwise consented to and agreed by CPH.  
 K. Video camera security systems are present on the property in common areas, and around the pool area and are always in use.  
 L. The client acknowledges that any breach of a condition under this agreement may result in the immediate termination of the agreement together with damages becoming payable for any loss.

#### 14. FORCE MAJEURE

- A. Where a force majeure event or a similar circumstance beyond CPH's reasonable control prevents or delays CPH from performing an obligation in respect of the terms and conditions, that obligation is suspended for so long as the force majeure continues and the delay or failure to perform will not be a breach of CPH's contract with you.

#### 15. CHILD POLICY

- A. Children 12 years and older are welcome to stay when we have other guests.  
 B. Children of all ages are welcome when the house is booked exclusively.  
 We offer Family Suite options for children, by arrangement - please enquire.

#### 16. GENERAL CLIENT RESPONSIBILITIES

- A. The client warrants that it will comply with all house rules and any reasonable requests from CPH staff.  
 B. The client acknowledges that it has read and understood the terms and conditions contained in this agreement and that all other guests have also read and understood this agreement.  
 C. Breach of any House Rule may result in the summary eviction of the offender and or/group booking at the discretion of management. No refunds on accommodation will be offered under these circumstances.  
 D. A breach of House Rules include:  
 i. Noisy, offensive or unruly behaviour;  
 ii. Damage to or destruction of property;  
 iii. Improper or unseemly conduct;  
 iv. Any act or omission which, in the opinion of management, adversely affects or brings discredit upon the management, CPH, or other guests;  
 v. Inability to provide the security deposit and settle monies owed.  
 vi. In the event of an eviction, all monies owing or held will be forfeited.  
 vii. In the interest of quiet enjoyment and respect for all guests at the hotel, a no party policy applies to all guests staying at the property. Guests are expected to be respectful of other guests at all times, and to be quiet between 11pm – 7am. No group congregations in individual guest rooms is permitted or tolerated. Immediate eviction with no refund applies to any breaches of this policy.  
 E. CPH may evict a guest or visitors without warning. Guests who are evicted from the hotel will be blacklisted and we may choose to notify the police. A guest is subject to such eviction should the following (but not limited to) occur;  
 i. Any behaviour posing a safety threat to others  
 ii. Ignoring advice to reduce excessive noise (music or other noise)  
 iii. Any incident for which the police need to be called onto the premises  
 iv. Wilful damage to CPH property  
 v. Physical or verbal assault towards hotel representatives or other guests  
 vi. Overcrowding – when the number of persons in the room exceeds the agreed number  
 vii. Smoking within the room (a cleaning and deodorising fee will also apply)  
 viii. Intoxication and unsavoury behaviour  
 ix. Disrespecting or causing a nuisance or damage to CPH neighbours or its' environment

If the occupancy ends or is terminated, the guest must immediately vacate the premises. In the event of an eviction, all monies owing or held will be forfeited. Guests who are evicted from the hotel will be blacklisted.

#### 17. COUNTERPARTS

- A. This agreement may be executed in any number of counterparts each of which will be an original, but such counterparts together will constitute one and the same instrument and the date of the agreement will be the date on which it is executed by the last party.  
 B. CPH reserves the right to change the terms and conditions.  
 C. Fireworks are not permitted at the property.  
 D. Helicopters are not permitted at the property.

#### 18. CONFIDENTIALITY

- A. All dealings between the hirer and CPH are to be kept strictly confidential.  
 B. Use of, posts or comments on any social media or publicly available forum referencing CPH must be in compliance with this agreement.

#### 19. INTELLECTUAL PROPERTY

- A. It is the Hirer's responsibility to ensure that it does not infringe any intellectual property rights of any third party by its use of CPH.

- B. The Hirer must on demand provide CPH with evidence of its right to use any intellectual property of any third party.  
 C. The Hirer must at all times indemnify CPH from and against all actions, suits, proceedings, claims, demands, damages and costs whatsoever brought, prosecuted or made (as the case maybe) against CPH for and on account of any breach of any intellectual property rights of any third party including but not limited to such rights arising from the performance of any musical, literary or dramatic work during the Hire Period.

#### 20. NO SUBLETTING OR ASSIGNMENT

- A. The Hirer must not sublet or assign its Booking to any person or entity without the prior written consent of CPH and on such terms and conditions as CPH may specify.  
 B. No camping or caravans or temporary bedding are permitted on the property.  
 C. No photoshoots are permitted unless prior approval is given, and the relevant fee paid.

#### 21. ADVERTISING

- A. CPH reserves the right to view and approve all advertising material prior to publication.  
 B. If images or experiences at CPH are to be used for promotion of a business or Commercial gain, prior written permission must be obtained from CPH.  
 C. No banners or advertising material are to be placed either outside or inside CPH at any time, unless CPH's consent has first been obtained.

#### 22. WORKS

The Hirer must not:

- A. Interfere with the electrical, lighting or audio installations at CPH; or  
 B. Interfere with any structural aspect of CPH; or  
 C. Undertake any other work at CPH  
 D. Attach anything to CPH buildings / walls / staircase.

#### 23. CONDITION OF THE PROPERTY

- A. The Hirer agrees and acknowledges that CPH is in good repair and clean condition at the commencement of the Hire Period and must be returned in the same condition at the end of the Hire Period.  
 B. The Hirer is liable for any costs, loss or damage suffered as a result of damage caused to the state of repair or condition of CPH during the Hire Period.  
 C. The Hirer agrees and acknowledges that if any damage occurs to CPH during the Hire Period, whether or not as a result of the Hirer's use of the property, the Hirer must, at its cost, reinstate CPH in accordance with CPH's reasonable direction or, at CPH's election; pay to CPH the cost of the reinstatement.  
 D. CPH may retain such amount of the Security Deposit as required to cover any costs incurred by CPH for any repairs or excessive cleaning required as a result of the Hirer's use of CPH (other than fair wear and tear). CPH retains the right to determine the cost of any repairs or cleaning required.  
 E. The Hirer agrees on demand to pay to CPH any such further amounts as are required to cover the cost of repairs or excessive cleaning.  
 F. CPH will not assume any responsibility for any goods or equipment left at the property whether prior to, during or at the end of the Hire Period.

#### 24. INSURANCE

- A. The Hirer must not do anything that may or does render void or voidable any insurance policy in relation to CPH.  
 B. The Hirer is responsible for workers' compensation insurance for its employees and for all Insurance coverage on goods and services brought to displayed or provided at CPH.  
 C. The Hirer agrees to acquire travel insurance for the duration of their stay.

#### 25. SOUND RESTRICTIONS AND EVENTS

- A. For all music requirements, Geelong Entertainment must be used. If you are proposing an alternate provider prior approval must be obtained from CPH.  
 B. There are sound restrictions in place at the property due to our rural nature.  
 C. An appropriately qualified and insured business must be engaged for any installations. If your florist is providing, please discuss with CPH.  
 D. All non-staying guest transport must be pre-organised by coach where guest numbers exceed 50

- E. Baby sitting services are engaged through Geelong Nannies for children under 10 (newborns / babies excluded where they will remain with parents at all times)
- F. All catering services for events are required to be provided by CPH
- G. If you propose to use alternate dining chairs or tables for your event that are not supplied by CPH a handling fee of \$500 is payable to allow for relocation of CPH furniture.

## 26. FUNCTIONS / EVENTS – GENERAL CONDITIONS

- A. Functions must be approved prior to booking. Special consideration will be given to the nature of the function or event including the payment of extra charges or the addition of special conditions that must be agreed to by CPH and the client prior to confirmation of the booking.
- B. There are certain suppliers that are compulsory at CPH in relation to certain event services, including music and transport. A list of compulsory supplier details can be provided upon request.
- C. The client warrants that all noise in relation to the function will cease at 11pm on Fridays and Saturdays and 10pm other days of the week.
- D. The client warrants that any outdoor noise, music or otherwise, will not be so unreasonable as to affect the quiet enjoyment of neighbours of CPH and will cease no later than 7pm (not to exceed 65dba).
- E. CPH approved supplier must be engaged for all PA, AV and music requirements at the property. All internal amplified sound is controlled by a noise limiter and is not to exceed 90dba. All external doors must be closed when any sound inside is amplified or speeches are taking place.
- F. No confetti or streamers are allowed.
- G. The client warrants that all catering must be supplied by CPH. We strongly recommend the client engage suppliers from our preferred list. If an alternate on site supplier is proposed CPH must be advised and permission granted for the third party to be allowed access to perform services at the property and terms and conditions apply.
- H. Outdoor ceremonies & entertaining are limited to gravel areas (not permitted on grass areas). Outdoor seated dining is not possible. All celebrations and all guests must move in doors by 7pm, external doors at the property will then be kept closed and any hired outdoor furniture packed away at this time.
- I. Any function or event that requires party equipment or furniture to be hired must be arranged through a supplier approved by CPH. CPH must be advised and approve the use of any other third-party suppliers. CPH package charges will not be altered if the client chooses not to use the standard inclusions.
- J. The maximum number of people at CPH cannot exceed 100.
- K. CPH may enter the function at any time without notice and may suspend, terminate or anyway if in the reasonable opinion of CPH it is necessary to protect CPH's property from damage or to protect any person from injury, harm or risk.
- L. Management will promote responsible service practices to ensure compliance with relevant laws, creating a safe and secure environment through a common duty of care.
- M. All external doors will be kept shut from 7pm, or at any time when amplified music is being played inside the property.
- N. Please note that nothing is to be nailed, screwed, stapled, hung or adhered to the walls, doors, or any part of CPH
- O. Baby-sitting services are required to be engaged through Geelong Nannies for children under 10 at events (newborns / babies excluded where they will remain with parents at all times)
- P. All catering services for events are required to be provided by CPH
- Q. Access codes should not be disclosed to taxi drivers, delivery people or other third parties. All transportation to and from the property needs to be pre-arranged and the use of a private coach is required where guest numbers exceed 50.
- R. CPH will not be liable for any damage or injury suffered to, by or in connection with children, including if children are not properly supervised by responsible adults.

- S. Approval for children under the age of 10 to stay or be at the property must be agreed to at the time of booking.

## 27. COVID-19 /Pandemic Policy

If it is impossible for you to travel on your booked dates due to Government-imposed restrictions or health orders, or we are unable to operate due to COVID-19 impacts, we offer a postponement of your booking. No refunds will be issued.