

# Wedding and Special Events

## Terms and Conditions

### PRIVACY POLICY

Reservations for short term holiday accommodation and weddings and special events are accepted by Executive Retreats Booking Agency of PO Box 204, Port Douglas, QLD 4877 ("the Booking Agent") as agent for the owner of the property and to which bookings the following terms and conditions shall apply.

Our Wedding and Special Event Terms and Conditions have been set to ensure that all guests enjoy a safe and relaxing time. Weddings and Special Events are permitted at select properties only and prior permission is absolutely necessary. Please take the time to read through the Terms and Conditions carefully as they contain important information relating to your event. [Full Privacy Policy](#)

### 1. BOOKINGS/PAYMENTS

To secure a booking, the payment of a 25% non-refundable deposit and valid credit card details are required to confirm your booking. A location fee applies for Weddings and Special Events and this cannot be waived. A \$2000 pre-authorisation on a valid card is also required for Weddings and Special Events. If the deposit is not received within 48 hours of the tentative booking, we reserve the right to accept another deposit without further notice. By paying a deposit you have read and agreed to our terms and conditions.

The balance of payment is due prior to 30 days of arrival date and is non-refundable. If the balance is not received within 48 hours of due date, your booking will be cancelled.

Bookings with arrival dates made within the 30 days are require to make full payment.

A merchant fee is charged for all debit and credit card transactions.

### 2. CANCELLATIONS

Once your booking has been confirmed and receipted your deposit is non-refundable. If the booking is cancelled in writing more than 90 days from the date of commencement of your arrival, you will be released from the liability for the full balance of hire. (Credit card merchant fees are non-refundable).

The Booking Agent recommends that the Guest takes out comprehensive holiday cancellation and protection insurance with a reputable insurance company to cater for any unforeseen circumstances which may arise including accident, ill health or any other matters beyond the Guest's reasonable control.

Changing to another retreat or changing the dates cannot be done within this period. We highly recommend travel insurance to cover this possibility.

### COVID-19

With regards to Covid-19, if you are unable to travel due to government enforced travel restrictions and border closures we will allow you to postpone your stay or offer you the option to cancel. Cancellations must be made in writing to [info@executiveretreats.com.au](mailto:info@executiveretreats.com.au) and incur a \$150 administration fee.

### **3. CHANGES TO ACCOMMODATION BOOKING**

Please choose your retreat carefully as no refund or change of retreat will be possible once your booking is confirmed. Outside of 90 days amendments will be charged a \$40.00 fee.

The guest agrees that the accommodation is booked only for the number of people stated on the booking confirmation. Any additional people will be charged for at the applicable nightly rate. The guest gives Executive Retreats the authority to charge the customer's credit card for any additional guests.

### **4. CHECK-IN/CHECK-OUT**

The retreat is available from 2:00pm on the day of arrival and is to be vacated by 10:00am on the day of departure. The only way to absolutely ensure early check-in or late check-out is to book an extra day.

Please note that our office hours are 8:00am-5:00pm AEST. If you are arriving before 5:00pm, please call the Executive Retreats office on (07) 40981418 from the airport so that we can arrange to unlock and greet you at the property. Check in is from 2:00pm.

Check-ins after 5:00pm time must be pre- arranged.

In order to make any *check-ins* after 5:00pm as easy as possible for you, we simply request you contact Executive Retreats prior to arrival on either (07) 40981418 or [info@executiveretreats.com.au](mailto:info@executiveretreats.com.au).

### **5. COVID 19 DECLARATION**

It is mandatory for all guests staying at Executive Retreats properties to complete the COVID 19 Pre Check In Declaration questionnaire. This will be emailed to the guest who made the booking prior to your arrival date and must be completed prior to check in with full names of all guests and residential addresses of all guests. Declarations that are not received by your check in date may result in a delay in your check in time.

Should you feel unwell prior to your stay, during your stay or up to two weeks after departure please ensure that you notify the Executive Retreats office promptly.

### **6. WEDDING AND SPECIAL EVENT DETAILS**

#### **6.1 WEDDING/EVENT PARTICULARS**

You are required to provide the Booking and Management Agent, Executive Retreats in writing particulars of the event. These details are required at least one (1) month before your wedding/event.

This includes the following:

## INFORMATION REQUIRED FOR THE WEDDING/EVENT

Bride (full-name):

Groom (full-name):

Address:

Home phone:

Mobile:

Email:

Wedding day/date:

Ceremony time/location:

Reception time/location:

Expected no. guests:

Event Organiser:

Caterer:

Photographer:

Celebrant:

Event hire companies:

Transportation:

Entertainment:

Insurance Certificate

### 6.2 CONFETTI

Out of respect for the environment, Executive Retreats does not permit the use of confetti, metal scatters, rice or similar items. An acceptable alternative would be rose petals. A cleaning fee will be charged if this request is ignored.

### 6.3 BUILDING

You must ensure that nothing is nailed, screwed or adhered in any way to any wall, door or another part of the property unless prior permission is granted by the Managing Agent, Executive Retreats.

### 6.4 BEHAVIOUR

All guests are required to observe the property rules, trespass, noise (music is to be turned down low after 10.00pm) and general behaviour, particularly at night. Anyone in your party creating nuisance may be asked to leave the property immediately and will be liable for any damages caused either to other guests or the proprietor.

### 6.5 EXTERNAL ITEMS

Any items that have not been collected after the event will be disposed of within seven (7) days. All items must be removed from the premises no later than 10am on the day of check out.

### 6.6 PERSONAL RESPONSIBILITY

The Property Agent/Owner waives responsibility for theft, damage or loss of any goods brought onto the property. Any introduction of food to the wedding and the effect of thereafter.

### 6.7 LOSS AND DAMAGE TO THE PROPERTY

You are responsible for all loss and damage to the property (including the building and any fixtures, furnishings or goods) caused by or arising from any act or omission by you, your guests or any other persons attending your wedding.

### 6.8 CLEANING/DAMAGES

We appreciate that the retreat will be returned to us in the condition presented on arrival. A skip bin can be provided on request only at the property. Any excessive cleaning required, or garbage removal will incur additional charges.

Breakages or damages not caused by normal wear and tear will be charged to your credit card if necessary. Please note that it is not our intention to charge for replacement of accidental broken crockery.

## **6.9 INSURANCE**

Weddings, parties, events and functions are permitted at select retreats only and prior permission from Executive Retreats is absolutely necessary. A location fee is mandatory for events and functions, including weddings and parties and failure to seek prior permission will result in police involvement and charges incurred.

Insurance for weddings and events is also mandatory and an insurance certificate must be provided to Executive Retreats 30 days prior to check in.

For a list of permitted retreats please contact Executive Retreats.

## **7. GENERAL**

### **7.1 SERVICES**

A complimentary midweek service is included in the tariff for all bookings 8 nights and over. Additional services are available on request and will incur a service charge.

### **7.2 BABY EQUIPMENT**

Port-a-cots and highchairs are available for rental. Please contact our office to arrange prior to arrival.

### **7.3 BED CONFIGURATION**

Beds will be made up to suit the group configuration provided when you booked. If you would like specific bedding arrangements, please notify the office at least 48 hours prior to your arrival.

### **7.4 KEYS**

Loss of keys and remotes will be charged to the Guests at the discretion of Executive Retreats. A replacement charge of \$50 for keys and \$150 for remotes will be charged.

## **8. NOISE and DISTURBANCES**

Excessive noise is prohibited and may result in eviction without refund. Wedding and Special Event guests must respect the property owners, neighbours and local laws and regulations at all times.

Strict noise regulations are in place. Bands and amplified music/sounds must cease by 10pm. Soft noise only is permitted after this time but must in no way effect the neighbours. Any reports of excessive noise/disturbances will incur a call out fee by the property manager and may result in the police being called to attend. Additional charges may then apply.

At no time will the client and guests to the property commit any act or permit its employees, agents or invitees to commit any act that is unlawful, illegal, offensive, or is in breach of the venue's rules. Nor can any such act breach any statutes, by-law, orders, regulations or other provisions having the force of the law.

To ensure the safety of all guests, Executive Retreats asks that the client ensures that their function displays, equipment, goods or materials do not obstruct the exits of the venue.

## **9. MAINTENANCE**

For reasons of safety we reserve the right to enter the property to repair any fault.

## **10. TELEPHONE CHARGES**

Local calls are complimentary. Calls made to Cairns from Port Douglas and surrounding areas are billed by Telstra as an STD charge.

ISD and STD calls will be charged to your credit card. A copy of charges can be requested. We suggest using a phone card or mobile for your convenience.

Please note: included at most retreats are local calls only and ISD & STD calls may not be available. And not all retreats have a telephone. Please check with our office prior to booking.

## **11. INTERNET**

Please note; not all retreats have internet available. Please check with the Executive Retreats office prior to booking.

Excessive downloading may incur additional charges.

## **12. LIABILITY**

The person named as the Client/Guest shall be responsible in full for costs and charges as a result of the agreed booking.

Executive Retreats and its employees or owners will not be liable for any injury, damage or loss of any nature, however caused (through negligence or not) suffered by the Client or guests, agents for or other persons associated with the function, whether before, during, or after the function.

Executive Retreats does not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control (including natural disasters).

We do not accept liability for error omissions, default or negligence represented on our website.

Executive Retreats does not accept liability for changes made due to renovation, alteration and refurbishing of individual retreats. We endeavour to keep our website updated at all times.

Please choose your retreat carefully as no refund or change of retreat will be possible once your booking is confirmed.

Rates are subject to change without notice.

## **DISCLAIMER**

All property descriptions are made in good faith. No responsibility can be taken for alleged misrepresentation.

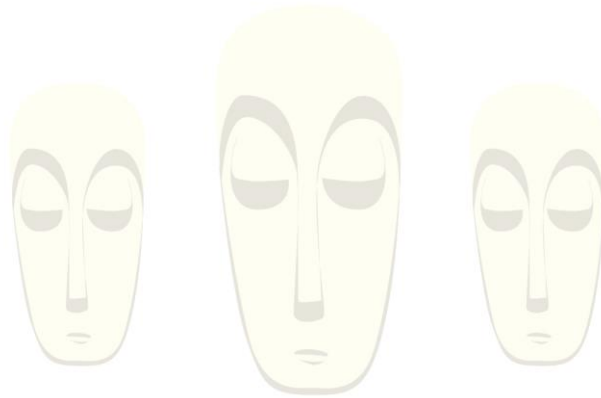
I have read and agree to the above Terms and Conditions for Weddings and Special Events.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please scan and email back to [info@executiveretreats.com.au](mailto:info@executiveretreats.com.au) at the time of deposit payment.



EXECUTIVE RETREATS

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*The Art of Tropical Living*