



## Booking Terms & Conditions

- The terms and conditions outlined below apply to Splitters Farm, 205 Blairs Road, Sharon Qld 4670.
- Management reserves the right to amend or alter prices, sites and conditions at any time without notice.
- Splitters Farm reserves the right to refuse or decline your booking at any time without reason. We also reserve the right to refuse entry into the farm for any reason we so determine in our discretion (including for our own purposes).
- Check in time for Camp Sites is from 1pm and from 2pm for Glamping Tents.  
Checkout time is strictly 11am for all Camp Sites & 10am for Glamping Tents. Unless previously arranged with reception, early arrival and late departure fees will be incurred for occupancy exceeding these times.
- Please note Splitters Farm only take bookings 12-18 months in advance. Block out periods do apply at Splitters Farm. Please contact the farm directly for more information.
- Whilst we endeavour to meet our guest's requests, site/glamping tent preference is not guaranteed.
- Strictly only one vehicle is allowed per site/glamping tent.
- All Vans, Tents and Motor Homes are required to have the draw bar or legal tow point, facing the road & to be placed upon the site so that it is a minimum of 1 metre off the road.
- Should you wish to vacate your site early due to weather conditions, no refund will be given. Payments are not refundable if your stay is cut short for any reason.
- All linen is supplied in our glamping accommodation.
- You must be over 18 years of age to stay with us if you are not accompanied by a parent or guardian.
- All guests will be required to complete a guest registration card prior to or upon arrival at Splitters Farm. Failure to do this may result in non-acceptance of your reservation.
- Splitters Farm encourages the use of credit cards however processing/transaction fees do apply.
- The person registering as the guest at any Splitters Farm shall be liable for any loss or damage to the appliances, furniture, keys, fixtures and all fittings on the site/or accommodation. Fair wear and tear excluded.



- The guest whose signature appears on the guest registration form shall be deemed responsible to pay for all room/site costs and agrees that all costs will be paid prior to departure. The guest authorises the park to deduct any outstanding room costs, fees, damage charges, etc from their given credit card. Any payments not able to be recovered directly from a guest will be referred to a debt collection agency with the cost of collection being added to the debt to be collected.
- Splitters Farm Management will not be held responsible for, or liable to compensate loss, theft or damage to personal property on, or brought into the accommodation/site or in the immediate vicinity of the accommodation/site.
- We reserve the right to evict guests from the park who are deemed by management to be behaving in a socially unacceptable way; causing damage; disturbing other guests; using unacceptable language or otherwise breaking Park Rules. No refund will be given and charges will apply for any damage caused.
- Pets (Dogs) are permitted please contact the farm directly for more information. Please note conditions may apply.

## Minimum & Maximum Stays

- Minimum stays do not apply outside of peak season. During Peak Season & selected public holiday periods, a minimum stay of 2 nights may apply.
- All other periods outside of the above peak season dates, no minimum nights apply.
- Maximum stay is 2 weeks regardless of season. We unfortunately do not accept long term stay campers.
- Management may vary the minimum stay for peak periods, however this is limited to selected sites\cabins where there is a shorter vacancy between confirmed bookings and therefore we cannot guarantee a short duration will be acceptable at the time you make your booking.

## Payments/Deposits

- Online accommodation reservations must be paid in full to guarantee and confirm your booking. All other bookings must be made within 7 days.
- The only instance where a deposit payment may be accepted to hold sites is if someone is making a booking on behalf of a group booking.



- A valid credit card must be provided for all bookings when you check in. All online bookings require a valid credit card and payment must be made in full at time of booking.
- Your credit card will be held as security for your reservation and utilised for an applicable fees and charges during your stay and/or arising from these terms and conditions.
- Unless an alternative valid card or method of payment is provided upon check-in, this card will be used for all outstanding accommodation and ancillary costs to settle your account and/or any loss or damage caused during the stay.

## Site Cancellations & Refunds Policy

- If you wish to change any details of your booking, please contact Splitters Farm directly and we will do our best to accommodate your request.
- **Refunds:** You may be required to request a refund in writing, stating why you believe the refund payment should be considered. We will do our best to assist you, however cannot guarantee that changes can be made or that a full refund is possible.
- Please note that bookings in certain time periods, or for certain accommodation types cannot be changed; however, in some instances, changes may be permitted however a charge may be imposed. Bookings / Tours where a credit has been retained for a future stay must be used within 2 years of the credits originating date otherwise credit becomes expired and will no longer be available for use.

## Accommodation Cancellation Charges

- **More than 60 days** - If your accommodation booking is cancelled outside of 60 days any money paid will be put into credit for use towards a future booking based on availability. This credit will sit on the guest account and last 2 years from the cancellation date. If the credit is not used towards another booking within 2 years all money paid will be forfeited.



- **Under 60 days** - If your accommodation booking is cancelled within 60 days of your arrival date you will forfeit 80% of your booking total. 20% of the booking total will be refunded to the guest who made the booking.
- **Under 7 days** - If your accommodation booking is cancelled within 7 days of your arrival date you will forfeit 100% of your booking total. Please understand that we are a small business and may find it difficult to fill your vacant site so close to your booking. We apologise for any inconvenience.

## Events / Tour Refunds

Deposit amounts for events vary depending on the event / tour bookings.

Most special event bookings are payable within 7 days of making a booking via email or phone and an invoice will be generated and emailed to you. While we may provide you with a tentative date for your event, your booking is not confirmed until full payment of your invoice has been received.

All cancellations and/or refund requests must be provided in writing.

**Cancellations providing more than 30 days' notice** to the arrival date will forfeit the initial deposit paid + a cancellation fee.

- Cancellation of weddings will forfeit deposit paid + \$500
- Groups and private events forfeit deposit paid + 50% of the total tour booking.
- Birthday parties and special events will be required to pay 50% of the total booking.
- No refunds are available for Tours & Activities booked and paid for online however we will do our best to reschedule your date if requested.

**Cancellations providing less than 30 days' notice** to the arrival date will forfeit all monies paid.



In the instance of a part-cancellation, the manager of Splitters Farm reserves the right to adjust any tariff that had been previously agreed upon based on the renewed number of bookings or total guest numbers.

Tours / Activities where no payment has been received can be cancelled at any time without penalty.

## **Gift Vouchers and Gift Cards**

For guests wishing to use a Gift Voucher or Gift Card, the following applies:

- Gift Vouchers or Gift Cards are to be used following the terms and conditions (T&C's) outlined on the specific voucher/card.
- You must mention if you are using a voucher at the time of booking, the use is subject to availability, it is not transferable or redeemable for cash and cannot be used in conjunction with any other offer or discount.
- As of 26<sup>th</sup> June 2020, Gift Vouchers or Gift Cards sold, have an expiry period of 2 years (24 months).



## Park Rules

### Vehicles

- The safety of our guests is our number one priority.
- Guest are required to adhere to the speed limit signage and please be aware that normal road rules are enforceable within Splitters Farm.
- Only one vehicle is permitted per site. If additional vehicles or boats are required, prior approval must be requested from Management, and if approved an additional cost may be charged.
- For the washing of your vehicle and boats please use Nemo's Car Wash located in North Bundaberg.

### Noise

- The peaceful enjoyment of Splitters Farm and the use of guest facilities is important to us. Please assist by being considerate of fellow guests and restrict noise from radios, speakers, televisions and social gatherings after 10pm and before 7am.
- The person whose name is on the booking reservation is responsible for the orderly conduct of all members of their booking and their guests.

### Emergency Response

- In the event on an emergency, guests and residents are required to follow the directives of Farm Management.

### Children

- Splitters Farm and its facilities are provided for the enjoyment of you and your children.



- Children should be adequately supervised by an adult at all times during your stay.
- Scooters, bikes and skateboards must only be used in the designated safe play areas. Helmets must be worn at all times. Please check with the Farm Managers for details of the safe play areas.
- Children should wear a life jacket if swimming at all times. Please be aware that although many of our waterways are fenced, it will not prevent children from accessing water.

## Open Fires

- Due to fire hazards, open fires are not permitted in the Park. Guests are welcome to use the BBQ facilities and designated fire pits available at selected sites.
- Guests must comply with any fire restrictions imposed by Splitters Farm Manager or Fire Authority.
- By law, the collection of firewood from the Park is not permitted.
- Firewood can be purchased from the site office or outside of the farm.

## Dog-Friendly Farm

- Dogs are welcome at Splitters Farm as we are 'dog tolerant'.
- Should you wish to bring your dog please complete a Dog Registration Form at reception upon arrival.
- We have a number of free range animals and it is unacceptable to have dogs off a leash at any time.
- When at the farm all dogs must be kept on a lead and owners must pick up after them.
- Dogs must not be left unattended at the farm at any time.
- For the health and safety of all guests please refrain from taking dogs near the Kiosk, amenities, camp kitchens, laundries, water parks or playgrounds.
- Irresponsible owners will be asked to leave Splitters Farm.



- Owners of dogs who are responsible for the injury of our rescue animals or wildlife agree to pay for vet costs, damages or costs associated with said incidents.
- Dogs are not permitted on Glamping Tent bookings

## **Anti-Social Behaviour**

- At the discretion of Splitters Farm Management, guests may be requested to vacate if they are deemed to be behaving in a socially unacceptable way, causing damage, disturbing other guests, using unacceptable language or otherwise breaking our rules.
- No refunds will be given, and charges will apply for any damage caused.