



## BULLO RIVER STATION

### BULLO RIVER STATION TERMS & CONDITIONS

Thank you for considering your stay at Bullo River Station. The following outlines our terms and conditions on bookings. For any questions, please contact us at the station on +61 8 9168 737.

#### **Deposit Policy**

Reservations will be converted to bookings with the payment of a deposit of 30% of the accommodation cost, for bookings made at least 60 days prior to the arrival date. Deposit must be received within 7 days after notification of the reservation or the date 60 days prior to the departure date, whichever occurs first. The balance of the accommodation cost must be paid no later than 30 days prior to the arrival date. A reservation will lapse if the client does not pay the deposit by the due date for the relevant payment.

A binding contract will be formed when Bullo River Station confirms the booking, which it will do on receipt of the deposit. Bullo River Station reserves the right to withdraw, change, cancel or reallocate the accommodation and the arrival date at its discretion until the booking is confirmed.

#### **Booking Policy**

Balance or payment must be made in full 30 days prior to the date of arrival. For bookings made within 30 days of travel, payment must be received within 48 hours of booking.

#### **Cancellation Policy**

As a small property, our business depends on maximising occupancy and cancellations often result in empty rooms due to booking lead times. Therefore, any cancellation of reservations must be provided in writing to Bullo River Station to [stay@bulloriver.com.au](mailto:stay@bulloriver.com.au).

If a cancellation is received more than 60 days prior to the arrival date, Bullo River Station will refund the deposit paid or a full refund of monies will be made paid, where applicable.

If a cancellation is received between 60 days and 30 days before the arrival date, Bullo River Station will retain or charge the full deposit (being 30% of the accommodation cost) as the cancellation fee.

If a cancellation is received within 30 days of the arrival date, a charge 100% of the booking cost is the cancellation fee.

#### **Unused Services**

No refunds can or will be given in connection with circumstances arising beyond the reasonable control of Bullo River Station i.e. flight delays by airlines/contracted charter companies or guest failure to appear for accommodation. No refund can be given for any unused services or early departures.

#### **Travel Insurance**

We strongly urge comprehensive travel insurance to cover clients for cancellations, medical emergencies, additional expenses etc.. All guests will be asked to sign a form of indemnity on arrival at Bullo River Station. During the wet season (November-March) we recommend some buffer in your itinerary in case of inclement weather and delays to flights.

## **Validity of Rates**

Unless otherwise specified, all rates are valid from 01 April 2018 to 31 March 2019. We reserve the right to amend rates should the cost of services increase beyond our control. Bullo River Station is closed each year in November, December, January and February during the peak of the wet season.

## **Air Charters & Weight Restrictions**

There is a general weight restriction for luggage of 15kg per person in soft bags only with each aircraft type having a maximum payload (combined weight of passengers and luggage the plane can carry). This weight restriction is subject to the flights overall payload restrictions and individual passenger weights. Individual passenger weights must be provided at the time of booking.

Most charter flights are based on single-engine aircraft. If a twin engine aircraft is required then please contact us for applicable additional cost. Likewise, if a single engine aircraft is booked and a twin engine aircraft is required on the day of travel due to weather conditions or any other reason, this will be at the guest's expense. It must also be noted that a delay in travel time or date may occur in extreme circumstances. Please make sure all guests are adequately insured for such events.

## **Booking Information**

At the time of booking, we would like certain information to ensure the best possible experience for all guests. These details include but are not limited to;

- All guests full names and ages
- Weights (if travelling by air charter)
- Rooming arrangements
- Arrival and departure dates
- Method of arrival & departure
- Any special dietary requirements, food allergies or medical conditions

Please see our Privacy & Security Policy as our assurance on how we will manage this information.

## **Booking Payment Procedures**

Please make payments to 'Strawberry Hill Holdings Ltd' on behalf of Bullo River Station.

Station Manager  
Bullo River Station  
PMB 94  
Katherine NT 0852

## **Direct Deposit:**

If paying by direct deposit please send us payment advice - i.e. email copy of deposit slip.

Acct name: Strawberry Hill Holdings Pty Ltd  
BSB: 086-217  
Acct: 914959568  
Swift Code: NATAAU3303M

## **Credit Card:**

Credit card payments will be accepted, however, an administration fee directly imposed upon us by the credit card company will be charged. Currently, these fees are set at 2.5% for Visa, MasterCard and 3% for American Express.