



17 Theresa Close
Bayview Gardens
Cairns 4868 Queensland
Email info@tropicalhavens.com.au
Web www.tropicalhavens.com.au

TROPICAL HAVENS TERMS AND CONDITIONS

The majority of havens are bound solely by our standard Terms and Conditions as listed below. If a Haven has specific additional Terms and Conditions, these will be advised at the time of a confirmed booking or quote.

CONFIRMATION OF BOOKINGS

We will reply to the electronic mail address you have supplied to confirm if the chosen retreat is available for the dates you have requested.

MINIMUM STAY

Minimum stay of 5 nights is required at most of our Havens.

BOOKINGS/PAYMENTS

A 25% deposit is required to secure and confirm your booking.

The balance of payment is due 30 days prior to the arrival date and is non-refundable as our unique holiday havens are limited.

All monies are held in a fully audited Trust Account.

Direct deposit information

Bank: Westpac Bank

Branch: 034-167

Account Number: 345-882

Account Name: Ros Harries Marketing PTY LTD T/AS Tropical Havens

A 2% merchant fee is charged for VISA and MASTERCARD credit card transactions. A 4% merchant fee is charged for AMEX.

The number of guests staying in each individual haven is not to exceed the number booked.



CANCELLATIONS

Cancellations 90 days prior to the commencement of the booking will be refunded in full less a \$150.00 administration fee.

For cancellations less than 90 days prior to the commencement of the booking, the deposit will be forfeited. Changing to another retreat cannot be made within this period. We highly recommend travel insurance to cover this possibility.

For cancellations made less than 30 days prior to the commencement of the booking, no refund will be available. We highly recommend travel insurance to cover this possibility.

To be entitled to a refund, cancellations must be made in writing.

Refunds cannot be made to credit cards. A cheque may be sent or funds can be direct deposited in to an account. A charge will occur to overseas accounts.

We reserve the right to cancel your booking if the balance is not received by the due date. Your deposit will be forfeited in this case.

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. Whilst every effort will be made to accommodate early overseas arrivals and late departures, the only way to absolutely ensure early check-in or late check-out is to book an extra day.

GENERAL

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.

BREAKAGES AND DAMAGES

We appreciate that the haven will be returned to us in the condition presented on arrival.

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



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 charges to your credit card. A copy of charges can be requested. A flat fee of 2% is charged however, we suggest using a phone car of mobile for your convenience

LIABILITIES

No responsibility is taken for personal items left on the premises during or after departure.

Tropical Havens does not accept liability for any injury, damage, loss and additional expenses caused directly or indirectly by events, which are beyond our control. We do not accept liability for error omissions, default or negligence represented on our website.

Tropical Havens does not accept liability for change made due to renovations, alteration and refurbishing of individual havens.

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

CURRENCY & RATES

All tariffs quoted are Australian Dollars. Rates are subject to change without notice.

VALIDITY

Tariffs are valid for the dates shown in the Tariffs section and are subject to change without notice. Quoted prices will be held firm only upon receipt of the relevant deposit and final payment.



RESERVATION CONTACT DETAILS

Postal Address:-
17 Theresa Close
Bayview Gardens QLD 4868
Australia

Fax:- + 61 7 40545455
Mobile:- + 61 4 39679132
Email:- info@tropicalhavens.com.au



Terms and Conditions relating to use of our website

Disclaimer

Any material on this internet site is made available for the purpose of providing access to current information and is not provided as professional advice.

Before relying on the material, users should obtain appropriate professional advice relevant to their particular circumstances to evaluate its accuracy, currency, completeness and relevance for their purposes.

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