



17 Theresa Close  
Bayview Gardens 4868  
Cairns, Queensland, Australia

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Web - [www.tropicalhavens.com.au](http://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 haven is available for the dates you have requested.

**NUMBER OF GUESTS** - The number of guests staying in each individual Haven is not to exceed the number booked.

**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. If this balance is not paid on time, we reserve the right to charge the balance to your credit card.

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 2.5% merchant fee is charged for VISA and MASTERCARD credit card transactions. Please note these fees are subject to change without notice.

If you choose to direct deposit, we still require a valid credit card number as security.



**CANCELLATIONS** - Cancellations 90 days prior to the commencement of the booking will be refunded in full less a \$200.00 administration fee.

For cancellations less than 90 days prior to the commencement of the booking, the deposit will be forfeited. Changing to another Haven 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.

For Rainforest Estate only - If a cancellation is made at anytime and the landlord can re-book the rental period in part or in full, the landlord will refund the value of the new booking for the overlapping rental period less a 25% administration fee. The landlord will not refund any fees paid or due if cancellations leaves the property vacant during the rental period. It is highly recommended that travel insurance is taken to cover this possibility. Cancellations must be made in writing.

**CHECK-IN/CHECK-OUT** - The Havens are 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.

Rainforest Estate check-in time is from 4pm on the day of arrival and is to be vacated by 10.00am on the day of departure.

**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.

Port a cots and highchairs are available for rental.



**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.

Rates are subject to change without notice.

**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

Phone: 0439 706 500 (international + 61 439 706 500)  
Fax:- 0740 545 455 (international + 61 740 545 455)  
Email:- [info@tropicalhavens.com.au](mailto:info@tropicalhavens.com.au)



## Terms and Conditions relating to use of our website

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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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