

Terms and Conditions of Tocal accommodation and meeting rooms

Location: Tocal College Accommodation Paterson

Date: October 2023

1. DEFINITIONS

- "Booking" means the period for which you have paid to stay at the Accommodation or use of facilities.
- "Accommodation" means Glendarra 1 and 2, Cottages, Flats, Student Accommodation and all its fixtures, fittings and equipment.
- "Management" means the manager of the Accommodation or facilities.
- "Guests" means the persons who stay overnight in the Accommodation during the Booking or using the facilities, Group leader or participants.
- "Visitor" means a person a Guest permits to visit the Accommodation during the Booking.

2. ACCEPTANCE & RESPONSIBILITY

- Payment of the Deposit constitutes acceptance of these Terms and Conditions.

3. CHECK IN/ OUT

- Check-in time is 2pm on the arrival date and check out time is not later than 10am on departure date.
- Early arrival & late departure is subject to prior arrangement and availability.
- Check-in/check-out and key collection/return procedure will be as follows:
 - Accommodation: Check in from 2pm at Tocal College reception and check out 10am.
 - Reception hours: Monday – Friday 8.30am – 4.30pm.
 - For late arrivals, weekends and public holidays contact the duty officer on 0428 973 372.
 - All keys must be returned.
 - Left at reception
 - Dropped in the letter slot at reception; or
 - Locked in the room unless directed otherwise.
 - DO NOT leave room unlocked

4. PAYMENT

- Full payment is required @ the time of booking unless otherwise arranged with management.
- Group bookings require 20% deposit within 14days to hold booking.

5. CANCELLATION OR VARIATION

- If you wish to vary or cancel your Booking, please contact us immediately on 02 49 398 828 or via email to tocalbookings@dpi.nsw.gov.au
- A \$50 administration charge in regards to variation or cancellation fees as stated below will apply
- You will be refunded if;
 - Cancelled or modified up to 30 days before date of arrival, total price of the booking will be refunded less administration fee \$50
 - Cancelled or modified within 14 days, 50% of the booking will be refunded less administration fee
 - In the case of no-show, the total price of the booking will be forfeited
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- A variation of booking which increases the number of nights must be fully paid when the variation is made. Variations cannot be guaranteed and are subject to availability.

6. DAMAGES

- Charges may be incurred for accommodation which has not been deemed to be left in a similar state to your arrival.

7. UNAVAILABILITY

- If the Accommodation becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, Emergency DPI response etc) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

8. LINEN AND TOWELS

- We supply linen, pillows, blankets and towels which must be left where supplied in the bedrooms or bath room on departure. Pool towels are not included.
- Rooms are not serviced on weekends, therefore should you require extra towels please advise management at the time of booking.
- Cottages, flats and student rooms are not serviced, however clean towels will be provided midweek for extended stays.
- Guests may bring their student rooms only at a pre-determined reduced rate, arrangements must be made with management at the time of booking.

9. ANIMALS AND BIOSECURITY

- Pets are not allowed on site without prior approval from Tocal Management.

10. YOUR OTHER RESPONSIBILITIES

- You must comply with all instructions from Management of the Accommodation concerning occupancy, accommodation, health, safety and quiet enjoyment of the accommodation and other guests.
- You are responsible for damage, breakages, theft and loss of the Accommodation and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion).
- Disturbance to other guests, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Extra cleaning charges may be incurred should cleaning be deemed *over and above normal* cleaning.

- All furniture and furnishings must be left in the position they were in when you arrived
- The Accommodation should be vacated on time and secured. All windows and doors are to be locked.
- You are responsible for the safekeeping and replacement of accommodation keys.
- Smoking is **not** permitted in the Accommodation.

11. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, you must inform Management at the earliest opportunity, so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the Accommodation during reasonable hours.
- For after-hours matters phone the Duty Officer on 0428973372
- Failure to follow this procedure may hinder the ability of Management to rectify the problem.
- Management is not responsible for any injuries, illness or accidents that may occur whilst staying at our Accommodation.

12. RATES

- All rates subject to change.