

Terms and Conditions

Before you read the "do's and don'ts" of our Terms and Conditions I would like to summarise our vision to you.

- As our guests during your stay at Amaroo Lodge, we will open our home to you, your family, and your friends and in extending our warmest welcome we will gladly share with you the beauty of Berowra Waters and all it has to offer.
- We offer these terms and conditions in good faith to ensure a good relationship between us; to ensure the privacy and comfort of our neighbours is upheld and in the knowledge that you will respect the natural environment of this unique location for future generations to enjoy.
- We encourage you to pass these terms and conditions onto your family or friends accompanying you on your stay at Amaroo Lodge.

General Terms

We will make every effort to ensure the property is available as booked. However we reserve the right to make alterations to bookings due to unforeseen circumstances.

We may also from time to time alter the furniture and interiors appearing in any photographic representations of the property and provisions listed as part of your confirmation package. This is usually due to our desire to enhance the property and your experience.

We offer the property Amaroo Lodge for rental with the understanding that it is located in a remote area, being surrounded by national park. The property is on mains power and town water supply. Interruption to those services may occur due to extreme weather events and servicing by the relevant utility authorities. In this event, it is likely that services will come back on as soon as is practicable, however, your host is your first port of call should you have any concerns and to ensure utility interruption or failure at the property and/or wider area is reported to the relevant authority.

To maintain an excellent standard of accommodation for all of our guests we require certain conditions to be complied with. We appreciate most will respect our property but the occasional guest oversight requires that we state the following conditions.

Property and Equipment

Damage, Breakages, Theft and Loss are the guest's responsibility during their stay. You may be asked to pay for any replacements of items broken or repairs for damaged items, or excess cleaning required for items or areas soiled or stained. We seek your assistance in taking care of the property in the same way you would your own home. Amaroo Lodge, its owners or appointed agents will not be held responsible for loss or damage of any guest property, valuables or belongings.

Your host may provide you with recreational equipment, floatation devices, fishing equipment etc. any equipment provided is done so on the understanding that its use shall be at the guests risk and that Amaroo Lodge may seek compensation for any loss or damage to equipment provided.

In respect of fishing, please note:

- When fishing in NSW waters, you are required by law to pay the NSE Recreational Fishing Fee and carry a receipt showing the payment of the fee. This applies when spear fishing, hand lining, hand gathering, trapping, bait collecting and prawn netting or when in possession of fishing gear in, on or adjacent to waters.
- At the time of writing, we are given to understand that boasting about the size of fish you caught during your stay at Amaroo Lodge is indeed a legal requirement strictly adhered to by the fishermen that have come before you. We accept no responsibility if, in the unlikely event, you are unsuccessful in your attempts to outwit our fish and will, if required to do so, acknowledge that Berowra fish are known to be credited with especially high intellect.

If required a small tinny will be provided by Amaroo Lodge. Whilst boating brings fun and enjoyment to many, when travelling on our waterways, we anticipate that all our guest will act in a responsible manner at all times. Respect the right for safe passage of fellow mariners and the privacy of our neighbours on the shoreline. However please also note:

- Your host will provide you with reading material and give basic instruction in the operation of a small boat, including basic safety and navigation rules as well as providing all safety equipment required by NSW Maritime law. Ensuring that all safety equipment is present and the boat is in good order, and when underway the safety of passengers, is the responsibility of the master of the boat.
- The waterways in the immediate vicinity of Amaroo Lodge are governed by a No Wash Zone and a 4 knot speed restriction (walking pace). Maritime Police often patrol this area of waterway and these restrictions will be strictly enforced. It is likely that the boat provided will be capable of reaching speeds well in excess of 10 knots. The speed at which a boat is driven determines whether a person needs to be licensed. Any person who drives a

powered vessel for recreational purposes on NSW waters at a speed of 10 knots or more must have a boat driver's license.

- Guests are not permitted use of boats provided by Amaroo Lodge during the hours of darkness or during poor visibility/foggy conditions. Any boat provided must be tied to your pontoon between the hours 5pm and 7:30am. Travel on the waterways outside these hours may be provided by separate arrangement with your host if required.
- Guests will incur a small surcharge to cover fuel consumption. And by operating the boat guests will do so with the understanding that they are responsible for any loss, damage or personal injury to themselves or others whilst the boat is in their care.

Occupancy

Under no circumstances are any additional guests beyond the number confirmed at time of booking or subsequently agreed in writing or email permitted on the property. This will be strictly enforced. Contravening this condition may result in immediate termination of the rental and/or extra fees will apply for excess guests not agreed with your host in advance.

Parties and Functions are strictly prohibited. The rental agreement is for domestic purposes only and at no time will commercial activities be conducted on the premises. Use contrary to this may result in immediate termination of the rental and/or additional payments.

Disturbance to our neighbours, including excessive noise, particularly loud music and voices in the outdoor areas beyond what is a reasonable community standard is strictly prohibited and may result in termination of rental. Any loud noise that may disturb neighbours should cease by 10pm. We have neighbours who are in residence full-time and we seek your understanding in respecting their right to peace and enjoyment of their homes. Our neighbours are in contact with your host and will report any abuse of this condition.

Pets are not allowed unless specific arrangements have been made in writing with the host prior to commencement of your stay. This will be strictly enforced.

Departure

The property should be left in a similar state to its condition on arrival. Check-out time at the latest is 10am, to allow time to prepare the property for the next guests. (This can be negotiated prior to your visit)

For your convenience we do not require our guests to offer a security bond in advance of their stay at Amaroo Lodge. We appreciate that occasionally accidents may happen and, in order that we might extend this arrangement to our future guests, we ask that all guests advise us of any damages or breakages caused during their stay prior to their departure.

Cancellation & postponement

Your booking will be confirmed by us and the dates reserved for you once a *non-refundable deposit of 50% of the total fees payable have cleared through our account.

The balance of the total fees payable must be paid prior to the commencement of your reservation dates. If the total fees payable have not cleared through our account 14 days prior to the commencement of your reservation dates, your booking will be deemed to be cancelled and these dates offered to another party.

For late booking, (within 14 days or less of intended arrival), the total fees payable must be deposited when making the booking.

*If 14 days prior to the commencement date of the original booking your requirements should change, and you wish to change the date of your booking to an alternative date, we are happy to transfer the deposit paid to alternative dates, subject to availability.

Please note that our conditions are made explicit to you via this document so that we can ensure our energies are focused on making your stay at Amaroo Lodge an good experience, rather than spending our time following up on administrative matters. We seek your understanding and commitment to our terms and conditions.