



## Terms and Conditions

### Booking Policy

All bookings are accepted on the basis that you have read, understood and agree to abide, and be bound, by the Terms and Conditions and Camp Rules. References to: "A Frame" means the accommodation buildings at pc3orange designated by the gravel area; "property" means the rural property 153 Griffin Road, Orange; "us", "we" and/or "our" means pc3orange, Carnegie Pastoral Pty Ltd, its employees, agents, managers and directors; "you", "your" and/or "guest" means the people that are authorised to stay at pc3orange.

We rely on the authority of the person making the booking to act on behalf of any other guest and all guests are bound to these Terms and Conditions.

All reservations are subject to confirmation.

A deposit of 20% is payable on the confirmation of a booking. This is non-refundable.

The balance of the 80% is payable 30 days prior to you stay. This will be deducted from the nominated credit card.

If the A Frame is unavailable for your proposed occupancy due to unforeseen circumstances, we will inform you immediately and provide a credit for accommodation at a later date, or at your option a refund.

### Cancellation

If you wish to cancel your booking you are bound by:

- less than 14 days notice: no refund, unless there is a subsequent booking for the same period
- more than 15 days by less than 30 days: a credit for the number of days of accommodation from the booking
- more than 31 days: refund (less the 20%, being a reasonable administration fee)
- the request for cancellation must be by email, and is only valid if it is received to the inbox of pc3orange
- if you are entitled to a refund, it will be refunded using the method of payment for the booking

### Camp Rules

Each Guest must comply with the Camp Rules outlined below and any direction considered sensible by us.

- You must not:
  1. drive faster than 15 kmph on the property and only on the gravel driveway and parking area
  2. have parties, any invitees or gatherings or functions on the property
  3. have pets on the property
  4. smoke or vape at the A Frames or on the property
  5. leave the key in the door as you slide it open
  6. seek to, or access the electricity supply other than via the USB and USB-C in the bedhead
  7. make noise that can be heard at the adjacent A Frame or neighbouring properties
  8. be under the age of 18 years of age
  9. park anywhere other than the parking area adjacent to your A Frame
- You must leave the A Frame neat and tidy. You will be charge for excess cleaning if you have not done this. If we consider that you have smoked or vape at the A Frame or on the property you will be charge for the clean up, fumigating and de-contamination of the A Frame.
- You are permitted to walk on the property, however you must take care and wear long pants or jeans and enclosed shoes. There may be wildlife on the property, including venomous snakes. If you are bitten by a snake immediately call 000. There is a snake bite kit in the draw of the A Frame, if bitten, stay calm and use the kit in accordance with its directions and follow the directions of 000.
- You are responsible for all of our items from your collection of the key, to the return of the key and our inspection of the A Frame following your stay. You acknowledge the following items are in the A Frame upon your arrival, if you consider any items not in the A Frame on you arrival, you must immediately notify us: 2 NyChairX chairs, 2 NyChairX luggage racks, 1 enamel fire side coffee table, fire bucket, fire Japanese pan and brush, Morso fire tool Kettle Alessi, Coffee Machine Nespresso, Bison crockery being: milk jug, 2 coffee cups and saucers, 2 Tea cups and saucers, 2 plates, 2 bowls, coffee pod bowl: 2 enamel water cup, wooden chopping board, timber cheese knife, 2 sets timber cutlery, pizza peel (if pizzas ordered), Gozney pizza oven (if pizzas ordered) 2 wooden tea spoons, 2 wine glasses, pizza cutter, bottle opener, first aid kit, snake bite kit, mirror, 3 soap, shampoo, conditioner dispensers, remote for fan, rug, Alpaca throw, fire starters (other than reasonably used), bin, fire extinguisher, fridge, 2 bathrobes, 2 towels, 3 bathmats, 2 hand towels, 1 face washer, 2 bins, toilet brush, timber soap dish, queen mat protector, 3 queen sheets, queen, 4 down pillows, bed, lamp and fire pit ("items").
- You must not damage, take or destroy any of the items or the A Frame and you must take good care of the A Frame. You must vacate the A Frame in the condition it was in when you arrived. If we consider there has been damage, removal or destruction then you are liable for our loss, including any repair cost and the relevant retail value of any of the items.
- If we consider you liable under these rules, you authorise us to charge against your credit card any loss.
- Crockery is to be neatly stacked in the sink bowl or on the chopping board on the kitchenette bench.

10. take the furniture from inside the A Frame off the deck of the A Frame
11. have the furniture on the deck of the A Frame if it is raining or snowing
12. approach livestock on the property
13. approach or injure wildlife on the property
14. light any fire on the property other than in the slow combustion heater and the outside fire pit (see 15)
15. light a fire in the outside fire pit area: if you are advised by us not to; if it would create a risk of bushfire; if the steel fire pit is not in situ; if there is a there is a total fire ban for the area of the property (you must check this yourself)
16. scratch the kitchenette or bathroom bench or cut directly onto the benches
17. be under any of the gum trees or branches on the property

- You must lock the door and return the key to the lock box when you depart.

### Liability

To the extent permitted by law, you acknowledge and agree that we are not liable in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly in connection with the property, the A Frames and us associated with your stay at pc3orange whether as a consequence of acts, omissions or default, whether negligent or otherwise by us, other than to the extent that such liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

### Privacy

We may collect: full name, residential address, email address, telephone number, date of birth, government-issued identification, vehicle registration details, emergency contact details, booking and stay information, payment and transaction details, communications with us, website usage information collected through cookies and analytics.

How we collect information: directly from you during bookings or enquiries, through booking platforms, through our website, during guest check-in and identity verification processes, from authorised representatives acting on your behalf.

Why we collect information: process and manage bookings, verify guest identity, facilitate check-in and access to accommodation, communicate with guests, provide guest support, comply with legal and regulatory obligations, protect the safety and security of guests, neighbours and property, manage disputes and insurance claims and improve our services

We may disclose personal information to: booking platforms, property managers and authorised staff, cleaning and maintenance contractors where reasonably necessary, payment processors, insurers, professional advisers, government agencies, regulators, law enforcement or courts where required by law

We do not sell personal information.

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

You may request access to personal information we hold about you and request corrections if it is inaccurate, incomplete or out of date.

If you believe we have breached privacy laws, please contact us. we will investigate and respond within a reasonable period.

If you are dissatisfied with our response, you may contact the Australian Information Commissioner.