



# Bribie Beach Shack Booking Terms and Conditions For Recreational Hire Vessels, Hire Equipment and Venue Individual and Group Bookings

## **Operating Hours**

Bribie Beach Shack operates 7 days per week (excluding Christmas Day) from 06:00 until 17:00 for all recreational hire (Excluding charters, Whale Watching or Eco-Tours). Recreational individual or group hire is available from 07:00 until 16:00 unless by prior arrangement with Bribie Beach Shack and/or agreed bookings for venue hire.

For bar or special events, please see advertised times published on the Beach Shack website and / or facebook.

## **Reservation / booking fees**

Dependant on the type of booking, Bribie Beach Shack requires either a deposit or full payment upfront at the time of booking. This will be advised at the time of your booking.

## **Recreational group hire changes and cancellations:**

In the event that you have to cancel your booking with us, please be advised that all cancellations must be received in writing and sent to [info@bribiebeachshack.com.au](mailto:info@bribiebeachshack.com.au)

### **High Season – all QLD School Holidays, Long Weekends**

- Cancellations made outside 28 days of your scheduled arrival will result in a full refund (for group events, less a \$30 administration fee). In the event that your booking is cancelled and eligible for a refund, we may process to your original payment method which can take 3-10 business days.
- Cancellations made inside 28 days but more than 14 days of your scheduled arrival will result in 50% of all monies being forfeited.
- Cancellations made 14 days or below of your scheduled arrival will result in all monies being forfeited.

### **Low Season – (dates are subject to change)**

- Cancellations made outside 14 days of your scheduled arrival will result in a full refund (For a group event less a \$30 administration fee). In the event that your activity is cancelled and eligible for a refund, we may process to your original payment method which can take 3-10 business days.
- Cancellations made inside 14 days of your scheduled arrival will result in all monies being forfeited.

## **Non-refundable credits**

- For recreational equipment hire: In the event of cancellation within your specified cancellation policy period, Bribie Beach Shack may offer a non-refundable credit at Bribie Beach Shack's discretion. Credit is valid for a period of 3 months from your original booking date and is not valid on public holidays or peak periods.
- For venue or events hire: In the event of cancellation within your specified cancellation policy period, Bribie Beach Shack may offer a non-refundable credit at Bribie Beach Shack's discretion. Credit is valid for a period of 3 months from your original booking date and is not valid on public holidays or peak periods. No credit will be offered if cancelled within 7 days of any venue or event booking date.



### **Travel insurance and weather events**

If you are travelling, it is highly advised to look at travel insurance for cover due to unforeseen circumstances including weather events/conditions, event cancellations, medical expenses, health pandemics and loss or damage to personal belongings. Within the cancellation period of your booking, a refund will not be made due to weather conditions/events, a credit may be offered and your booking moved to a new date.

### **Changes- Change of dates or participants**

Inside the cancellation period (within the specified 14- or 30-days policy)

Attendees: An increase in the number of participants is possible with approval of the Beach Shack in writing. Any increase in numbers and for equipment hire will be costed if required at the standard published rate or rate agreed previously for your event.

Any decrease in the number of attendees or registered participants will be treated as a part-cancellation and will be treated according to the above cancellation conditions.