

STAY ROTTNEST

Terms and Conditions of Booking

Important Information

As a condition of booking accommodation, the Primary Guest and/or Keyholder must be 18 years of age or older and stay overnight in the accommodation through the term of the booking. Any breach of the booking conditions will result in cancellation of the accommodation license without refund. Unaccompanied minors may be issued with caution notes or infringements for non-compliance with the Rottnest Island Regulations 1988 or the accommodation booking conditions. This will result in the cancellation of the accommodation booking, and they will be made to return to the mainland on the next available ferry.

1. Bookings

Primary Guest

The person making the booking ("the primary guest") must be over 18 years of age and physically provide original photo identification and a valid credit card to staff on check in.

All self-contained bookings must pay a 25% deposit at time of booking, with the balance due 30 days prior to arrival. Campground and Hostel bookings require payment in full at time of booking.

Unless advised otherwise, the primary guest approves RIA to charge the credit card provided for the booking for any balance owing by the applicable due date. Non-payment will result in the booking being cancelled with applicable fees charged and any balance refunded.

Information relating to bookings will not be released to a third party under any circumstances. Limited booking information may be disclosed to a nominated keyholder as provided by the primary guest.

Nominated Keyholder

The primary guest may nominate one person, who is over 18 years of age, as authorised to check-in to the accommodation on the primary guest's behalf ("the nominated keyholder"). The nominated keyholder must accept and sign and agree to the terms and conditions of this booking and those outlined in the registration card provided on check in. Nominated keyholder must provide original photo identification and a valid credit card to check-into the accommodation on the primary guest's behalf.

Liability

The primary guest is and remains liable for the acts and omissions of the primary guest keyholder and the occupants in connection with the booking, including liability for damage to the accommodation and cleaning fees and charges. A reference to an occupant means any:

- a) actual occupant of the accommodation who occupies the accommodation under, by, through or on account of the primary guest's booking and includes any nominated keyholder; and
- b) other person who occupies or visits the relevant accommodation with the permission of the primary guest or a person listed in (a) above.

2. No Transfers or Name Changes

For all bookings made on or after 4 January 2023, the primary guest must not transfer, assign or sell the booking to another person.

3. Alterations and Cancellations

- a) Primary guests may apply for alterations to booking information in writing or by email.
- b) Bookings must be cancelled in writing or by email.
- c) Minimum night stays may apply including restrictions on arrivals and departures on WA public holidays. Fixed arrival and departure dates may also be set over Summer and Easter school holidays.
- d) Where a booking is cancelled in part or full, the following fees will apply depending on the notice provided.
 - **Cooling off period:** If you cancel within 14 days from making your booking and there are more than 30 days to the arrival date, a full refund will be offered.
 - **More than 30 days prior to arrival:** \$55 fixed charge or 50% of the cost of the first night of the stay (whichever is the lowest) will be retained.
 - **3 - 30 days prior to arrival:** 100% of the cost of the first night of the stay will be charged or retained (as applicable).
 - **Less than 48 hours prior to 2 pm check-in time:** Full payment for the stay will be retained.

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4. Breach of Terms and Conditions

Any breach of these terms and conditions by the primary guest, keyholder or other occupants may result in immediate cancellation of the tenancy without refund.

This includes additional terms and conditions provided by email on nomination of a keyholder and those located on the reverse of the registration card which must be signed on check-in.

5. Reallocation

Under exceptional circumstances the RIA reserves the right to reallocate a booking to an alternative of a similar type.

6. Credit Card Surety

It is a condition of tenancy that the primary guest and any nominated keyholder, physically provides a valid credit card pre-authorisation to the RIA and agrees to allow any cost for which they are liable under the tenancy to be levied against this credit card.

Security deposits are required during certain periods.

7. Accessing Accommodation Prior to Check In

Accessing the accommodation unit and external area is not permitted until the check-in process has been completed.

Please note check in time is from 2 pm for all self-contained accommodation and check out is prior to 9 am. For the Campground, check in and out times are 10 am.

8. Occupancy Limits

- **Campground:** Maximum two tents per site with a maximum total of 6 people per site.
- **Governor Circle, Caroline Thomson Cabins, Kingstown Dormitories and Hostel:** Only 1 person per bed. Additional beds are not available.
- **Self-Contained Units, Villas and Cottages:** Maximum of 1 person per fixed bed plus 50% (eg. in a 4 bed unit, the number of occupants must not exceed 6) for select self-contained accommodation only.

The RIA reserves the right to adjust occupancy limits during specified periods.

9. Quiet Times

All visitors are required to respect the rights of others to enjoy the island at all times and to observe a "quiet" time of 11 pm – 7 am in all areas, except:

- **Kingstown Dormitories and Hostel:** "Quiet" time of 9 pm – 9 am applies.
- **Campground:** "Quiet" time of 9 pm – 7 am applies.

10. The 5/3 Booking Rule

When booking in advance and into a month that has not yet been released for sale, at least 5 nights must be booked within the open month to be able to book a maximum of 3 nights in the closed month. Subsequent shortening of the stay by reducing the number of nights in the arrival month is not permitted.

Please note this does not apply to all Open Days (see applicable Booking Guide).