

SeaLink SEQ Group Booking Terms and Conditions

EFFECTIVE 01.01.2023

General

All services and reservations provided are subject to the conditions of the principal providers and no responsibility is accepted by SeaLink SEQ for misrepresentation, unforeseen omissions or additional costs incurred, including those arising from adverse weather conditions or any situations beyond the control of SeaLink SEQ. Where possible, a refund will be provided for activities that cannot be undertaken due to weather conditions or other extenuating circumstances.

Payment & Invoicing

ACTIVITY & GROUP ITINERARY BOOKINGS

The following booking and payment terms apply (unless another arrangement is agreed in writing):

- A minimum 20% deposit is required within 7 days to confirm a booking.
- Minimum participant numbers must be advised at time of booking.
- Final numbers are due 21 days prior to the booking departure date.
- Final payment is due 14 days prior to the booking departure date.
- Where the booking falls 21 days or less from the invoice date, full payment is required within 7 days to confirm a booking.

For bookings that include Point Lookout Surf Life Saving Club Venue Hire / Accommodation an additional \$500.00 bond payment is required within 14 days.

POINT LOOKOUT SURF CLUB WEDDING VENUE HIRE

- The following booking and payment terms apply (unless another arrangement is agreed in writing):
- A \$500.00 bond is required within 14 days to secure the booking.
- Club membership is required and payable with the venue hire.
- Signed Hire Agreement, Membership and Venue Booking Form must be returned 30 days prior to booking date.
- Final payment is due 30 days prior to the booking departure date.

GROUP FERRY TRANSPORT BOOKINGS

For booking that only require ferry transport, full payment is required at time of booking (see SeaLink Ferry Terms and Conditions).

BONDS (POINT LOOKOUT SURF CLUB ACCOMMODATION + VENUE HIRE)

If the product booked requires a \$500.00 refundable bond to be confirmed, the bond is held until all guests are checked-out and the premises has been checked by the operator.

Bond will be refunded once approval has been given from the operator within 14 days after check-out.

MINIMUM NUMBERS

Some products and packages require a minimum number of participants, or a minimum cost. Refer to the conditions applicable to each individual product for further information.

DIETARY REQUIREMENTS

For bookings that include catering, dietary requirements must be submitted 14 days prior to the travel commencement date.

Cancellation Policies

SeaLink SEQ acts as an agent for select external operators, bookings that include an external operator may be subject to additional deposit amounts, differing payment terms or cancellation fees.

FOR BOOKINGS AT THE POINT LOOKOUT SURF LIFE SAVING CLUB

- Bookings cancelled more than 6 months prior to travel commencement date – \$500.00 bond can be refunded.
- Bookings cancelled within 6 months and 30 days prior to travel commencement date – loss of \$500.00 bond.
- Bookings cancelled within 30 days and 7 days prior to travel commencement date – loss of \$500.00 bond and up to 50% of total booking cost.
- Booking cancellation within 7 days prior to travel commencement date – a fee of up to 100% of the total booking cost applies.

ALL OTHER BOOKINGS

- Bookings cancelled outside of 30 days prior to travel commencement date – a fee of 10% of total booking cost (or half of deposit paid, whichever is greater) applies.
- Bookings cancelled between 30 days and 7 days prior to travel commencement date – a fee of 25% of the total booking cost applies.
- Bookings cancelled within 7 days prior to travel commencement date – a fee of 50% of total booking cost applies.
- Bookings cancelled on the day of travel, or failure to arrive on day of travel – a fee of 100% of the total booking cost applies.
- After cancellation fees are applied any remaining credit are refundable electronically

Postponement / Change of Dates

Once booking has been confirmed any request for postponement / change of date may be subject to the cancellation policy based on products booked.

Adverse Weather Alternatives

Some products may be affected by adverse weather. SeaLink will contact any affected customers and if the booking cannot proceed an attempt will be made to find an alternate location and or product on the booking date or a rescheduled future date subject to availability.

Where an additional cost is required to secure an alternate venue, the decision as to if the booking will proceed will be up to the customer.