

WILDfest™ at Tidbinbilla Booking Terms and Conditions

Please read these terms and conditions carefully as these conditions incorporate the basis on which bookings for **Wildfest™ Pop Up Wilderness Family Camp** are accepted and are as follows:

BOOKINGS AND QUOTES

Enquiries can be made at info@wildfest.com.au

Bookings can be made at wildfest.com.au and will be linked via ACT Parks website

Bookings and final reservations are subject to availability.

The completion of a questionnaire to allow organisers to arrange your itinerary appropriately for the right fitness level in all activities as well as have appropriate medical information on file should a situation arise that requires this information.

The accommodation can only be occupied by those guests for whom it has been booked as per the booking confirmation email. Transfer to another party is acceptable, with the consent of the organisers.

To book accommodation you must be 18 years and over.

To participate in **A Wild Night Out at Tidbinbilla** you must be 5 years and over.

WILDfest™ regrets that it is not possible to refund completed bookings unless the event is cancelled by Wildfest Pty Ltd, except as required by law or in accordance with the LPA Ticketing Code of Conduct. Exchanges are only permitted to another future **Wildfest® Pop Up Wilderness Family Camp** date of the same event. Any exchanges must be made at the original point of sale and may be subject to exchange fees.

DEPOSIT

A minimum 50% deposit is required to secure and confirm your booking and ideally will be paid within 7 days. Payment of deposit indicates acceptance of the booking Terms & Conditions.

FINAL PAYMENT

The balance of payment must be received at least 45 days prior to the arrival date (or as indicated in your booking details).

For bookings made inside 45 days prior to check-in, full payment is required at time of booking.

If deposit or final payment is not received by the due date, WILDfest™ reserves the right to cancel the booking.

SECURITY DEPOSIT

Credit card details will be required at time of booking and may be used to cover incidental items such as (but not limited to) any breakages, damage or losses incurred during your stay and cleaning charges which could be deemed to be in excess of the normal level of cleaning.

Any claims will be automatically deducted from the credit card and you will be notified at the time.

Credit card details will be destroyed after the departure clean and inspection of the property, if no claims are to be made.

PAYMENT OPTIONS

Payments are accepted by Visa or MasterCard or Amex only on our website.

Credit card payments fees and GST where applicable are included in the quoted price.

All payments are only accepted in AUD dollars.

Payments can be accepted via Direct Deposit by arrangement with the organisers.

RATES & CHARGES

Rates quoted are in Australian dollars.

GST is applicable for this product.

Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking.

CANCELLATION TERMS & CHARGES

The following cancellation fees will apply.

If the guest cancels their stay more than 45 days prior to the commencement of the stay a full refund of the entire booking will be made less a \$55 GST inclusive administration fee.

If the guest cancels their stay more than 30 days prior to the commencement of the stay a 50% refund of the entire booking will be made less a \$55 GST inclusive administration fee.

If the cancellation is less than 30 days prior to the agreed check in date, 100% of the entire booking tariff will be retained unless the accommodation is re-booked for a future **Wildfest® Pop Up Wilderness Family Camp** date and is to the same monetary value.

If the cancellation has been received within 30 days and the full tariff has not been paid, any outstanding funds for the booking will be debited from the guest's credit card.

Notification for the cancellation must be in writing either by SMS or email and confirmed delivery is the responsibility of the guest.

NUMBER OF GUESTS

At no time during your occupancy is the number of guests to exceed that which the booking has been made for.

CHECK IN & CHECK OUT

Your Wildfest™ at Tidbinbilla experience starts at 3.30pm on your check in day and concludes at 10am on following day.

ON HAND CONCIERGE AND FESTIVAL DIRECTORS

During your stay you will have 24 hour access to one of our Wildfest™ staff members

LINEN

Your Bell Glamping Tent will be fully provisioned with quality linen, (sheets, pillow cases, donnas)

A replacement cost will be incurred for any linen that is permanently stained by, but not limited to, hair dye, bleach, fake tan, permanent ink.

Swimming or bathing towels are to be provided by the guests.

SMOKING

There is a STRICT non-smoking policy at Tidbinbilla, across all Wildfest™ activities and in tents. It is prohibited under the terms of management of the event and any evidence of smoking will result in a termination of your booking.

TEA LIGHTS AND CANDLES

Use of tea lights, candles or open flames of any type is strictly prohibited in and around any and all tents or similar structures.

FORCE MAJEURE

While every effort will be made by WILDFest Pty Ltd to carry out any booking accepted, the full performance of a booking is subject to variation or cancellation by the company consequent upon an Act of God, war, fire, flood, storm, gales or tempest.

PETS

WILDfest is a non-pet event.

PERSONAL BELONGINGS

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupants personal property left on the property and agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred.

TRAVEL INSURANCE

We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the reimbursement of any monies paid in the event the travel is cancelled; loss or damage to personal baggage and loss of money and medical expenses.

BEHAVIOUR

We would hope that all behaviour across the Wildfest™ at Tidbinbilla – A Wild Night Out - keeps in mind the needs and enjoyment of others. We come together to immerse ourselves in great nature adventures, great food and wine, great camaraderie, and at all times respecting and appreciating each other and the environment we're in.

BREAKAGES AND DAMAGES

Your accommodation should be kept in the condition presented on arrival.

Damages or breakages of furniture or furnishings should be reported to the Wildfest™ staff.

Breakages or damages to the property and all communal or external areas that are caused by any guest and/or a guest's visitor will be charged and recouped in full from the guest's credit card.

Excess cleaning required on departure or replacement of items removed from the accommodation will be charged to the guest's credit card, or deducted from the guest's refundable deposit.

Wildfest™ staff should be informed of any problem or complaint as soon as possible so as to rectify the situation as quickly and as efficiently as possible. Guests are asked not to tamper with any power, electrical or other equipment and rather to contact Wildfest® staff.

COMMERCIAL USE

Tidbinbilla Nature Reserve is not to be photographed or filmed for commercial use without prior consent. The only exception is film/TV shoots by prior arrangement.

OUT OF BOUNDS

There are some areas at Tidbinbilla which are not accessible to Wildfest® guests. These areas will be clearly marked as they are of historical significance or pose a safety risk.

LIABILITIES

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

RUBBISH AND WASTE

All rubbish and waste is to be placed into the bins provided at Tidbinbilla. We encourage recycling and a guide to recycling will be available at the time of check in.

EMERGENCIES

Our Wildfest™ tour guides are fully accredited and remote area medi-vac trained. All injuries which require attention, a doctor or ambulance should be reported to Wildfest™ staff immediately.

A manual detailing evacuation of the site because of extreme weather conditions will be provided in every tent, and in designated places around the site.

ITINERARIES

Whilst every effort is made to keep itinerary information and schedule up-to-date, activities may be subject to change. Wildfest™ reserves the right to alternate times and experiences in our planned itineraries in the situation of Ranger and ACT Parks scheduling conflicts due to unbearably inclement weather, road closures, wildlife emergencies, fire bans and or any other circumstance beyond our control.

Wildfest™ will go ahead in most weather conditions unless there is a force majeure. In these postponement situations, confirmed paid guests are offered the opportunity to reschedule at a later date or take a full refund if dates are unfeasible.

BREACH OF TERMS AND CONDITIONS

You agree that, should you or your guests breach any of the terms and conditions:

1. You will pay to us the total loss or damage that we suffer as a result of that breach and hereby authorise us to debit your credit card as payment of that loss or damage.
1. We may ask you to leave the festival without notice

Payment of deposit or full payment constitutes acceptance of these terms and conditions.

The terms and conditions of booking are subject to change without notice.