



tasman
holiday parks

GROUP STAYS | FUNCTIONS | ROOM HIRE





CONTENTS

WELCOME	3
MEETING PACKAGE – FULL DAY MEETING	4
PACKAGE – OVERNIGHT	5
ROOM HIRE	6
MORNING OR AFTERNOON TEA	7
PLATTERS	8
LIGHT LUNCH AND TAKEAWAY OPTIONS	9
BUFFET STYLE	10
FUNCTION MENU	11
ADD ONS	12
SUGGESTIONS FOR YOUR GROUP	13
WHAT OUR GUESTS HAVE TO SAY	14
TERMS AND CONDITIONS	15
DEPOSIT RULES AND REFUND POLICY	17



1 Tweed Coast Road Hastings Point NSW 2489
FREECALL 1800 645 790 Phone 02 66761234
Email northstar.groups@tasmanholidayparks.com
www.tasmanholidayparks.com



IT ALL STARTS HERE

Let us welcome you to North Star for your next group event! Whether it be for your Yoga Retreat, Family Reunion, Work Conference or just an excuse to get together, we have the perfect package to streamline your planning process.

Located on the pristine Tweed Coast, approximately 90 minutes from Brisbane CBD and 50 minutes from the heart of Surfers Paradise, you can escape the hustle and bustle, enjoy our serene location, and really take time to focus on what's important.

Tasman Holiday Parks – North Star offers it all! Accommodation includes fully self-contained villas and cabins, powered sites, and everything in between.

While you are here, visit Seascapes, an adults-only retreat comprising a 25m lap pool, heated spas, serenity deck and gym. Plus, there are fantastic activities for the kids, including a giant indoor play centre, Neptune's Castle, and our famous water park, Sammy's Adventure Lagoon.

Delicious dining and onsite catering is provided by our onsite Ripples Licensed Café. Combine North Star's outstanding array of facilities with our conference and event venues and we are sure you'll agree, North Star is the perfect venue for your next meeting, event or social gathering.

In fact, you'll have such a good time, you won't want to leave!





MEETING PACKAGE – FULL DAY

ALL DAY TEA AND COFFEE

Self-service selection of local Madura teas & single-serve coffee with a selection of biscuits

MORNING TEA & AFTERNOON TEA

- Choose two of the following house-made treats:
 - Mini Muffin
 - Rich Chocolate Brownie
 - Assorted Bliss Balls
 - Donuts

LUNCH

- Light lunch – choose one of the following:
 - **Penne Pasta Box** with your choice of Carbonara or Roast Vegetable w' Napoli Sauce
 - **Salad Bowls** – Chicken and avocado Green Goddess or Thai Beef Salad.
 - **Burger and Chips** – Big Smoke Beef Burger, Alabama Southern Fried Chicken Burger, or Plant Power Burger

CONDITIONS

*These menus have been designed with an 'average' appetite in mind. If you require larger portions, please notify us. A surcharge may apply. Minimum price will be based on rate/s for 20 people.

**\$1090.00 PER GROUP INCLUSIVE
OF 20 PEOPLE**

ADDITIONAL PEOPLE AT \$42PP

INCLUSIONS

- Use of our spacious Function Room for one day (8am – 5pm)
- Complete room set up and use of WiFi and
- AV equipment
- Lectern and microphone
- Projector and screen
- Whiteboard and markers
- Filtered water station

ONLY
\$54.50
PP PER
DAY



MIDWEEK PACKAGE – STAY & SAVE

ALL DAY TEA AND COFFEE

Self-service selection of local Madura teas & single-serve coffee with a selection of biscuits

MORNING TEA & AFTERNOON TEA

- Choose two of the following house-made treats:
 - Mini Muffin
 - Rich Chocolate Brownie
 - Assorted Bliss Balls
 - Donuts

LUNCH

- Light lunch – choose one of the following:
 - **Penne Pasta Box** with your choice of Carbonara or Roast Vegetable w' Naploli Sauce
 - **Salad Bowls** – Chicken and avocado Green Goddess or Thai Beef Salad.
 - **Burger and Chips** – Big Smoke Beef Burger, Alabama Southern Fried Chicken Burger, or Plant Power Burger

CONDITIONS *These menus have been designed with an 'average' appetite in mind. If you require larger portions, please notify us. A surcharge may apply. Accommodation price is based on off-peak, mid-week stays in a Coastal Cottage with full availability. Minimum 2 night stay. Accommodation includes 10% discount. Breakfast excludes beverages. No further discounts apply. All packages must be booked in advance. Minimum price will be based on rate/s for 20 people...

FROM \$5451 PER GROUP/NIGHT INCLUSIVE
OF 20 PEOPLE

ADDITIONAL PEOPLE \$109.00 per person per
night using existing accommodation.

INCLUSIONS

- Use of our spacious Function Room and catering for two days/ one night (excludes dinner)
- Complete room set up and use of WiFi and
- AV equipment
- Lectern and microphone
- Projector and screen
- Whiteboard and markers
- Filtered water station
- Stay on-site at North Star overnight in our Hamptons style Coastal Cottage twin share
- Full buffet breakfast each morning at Ripples Cafe

ONLY
\$272.55
PER
PERSON

ROOM HIRE

THE FUNCTION ROOM

152sqm

Our Function Room is a flexible space perfect for meetings, exercise groups or social gatherings. This private, fully air conditioned venue can seat 80-100 people in comfort. Room hire includes use of all AV equipment & connection to WiFi. Equipment comprises electronic screen with high definition projector, HDMI or VGA connection for your own device, bluetooth connectivity, blu-ray player with USB, set top box, cue monitor, multiple microphones and full surround sound. There is also a lectern and welcome A-Frame board for your use.



MARINE DISCOVERY CENTRE

100sqm

Immerse your delegates, colleagues or guests in a fascinating world of underwater creatures and their precious marine environment. The intrigue and delight of the ocean and its wonders are always on display at the private, air-conditioned multi-purpose function room that can seat up to 50 people in a range of configurations. The Centre is fitted with the latest state-of-the-art light, sound and meeting room technology. If you are searching for a venue with a difference, a flexible meeting space that adds the wow factor, you've found it.



THE LOFT

105sqm

The Loft is situated on the first floor behind our reception building. This air conditioned space is the perfect choice for smaller, casual functions. Use of AV equipment is included and features a high definition projector. Portable microphone subject to availability. Disabled ramp access available. Max 80 persons.



RIPPLES ATRIUM

45sqm | Requests basis only - non-exclusive

Ripples Atrium is a light and airy semi-private section of Ripples Café which can be reserved for private dining or functions. With its own private entrance, The Atrium is the perfect location for your group to network and relax over a meal during your event. Suitable for 40-50 persons. Please enquire for booking terms.



RIPPLES DECK

95sqm | Requests basis only - non-exclusive

Here at the palm tree lines deck at Ripples, guests can enjoy dining, drinks, cocktails and snacks, outdoors and undercover. This is the perfect setting to soak up the resort-style surrounds all year-round. 'The Deck' is a multipurpose function space suited to up to 40 people sit down or 70 people cocktail style.





MORNING OR AFTERNOON TEA



Compliment your group's Function Room hire or simply enjoy with friends!

MORNING OR AFTERNOON TEA (15 PEOPLE+) 6PP

• Choose two of the following house-made

- Mini muffins
- Rich chocolate brownie
- Assorted Bliss Balls
- Muesli Slice
- Donuts

TEA & COFFEE STATION 6PP

Self-service selection of local Madura teas & single serve coffee.

COFFEE & CAKE DEAL (UP TO 15 PEOPLE) 10PP

Barista coffee and your choice of cake from the cake display



PLATTERS



Great for a variety of gatherings. Ideal if you want to accommodate all tastes or just have a little bit of everything! Morning & Afternoon Teas, Lunches, Parties and everything in between. All dietary requirements can be catered for. If you have something specific in mind, please ask!

ANTIPASTO PLATTER

\$100

Serves up to 20 guests
Salami, Prosciutto, Green Olives, Roast Capsicum, Hommus, Tasty Cheese, Brie and Grilled Haloumi with assorted crackers.

HOT PLATTER

\$90

Serves up to 10 guests
Party Pies, Spring Rolls, Mini Quiche and Sausage Rolls. (12 of each)

GREEN PLATTER

\$100

Serves up to 20 guests GFO | DF | VEG
Grilled Mushrooms, Trio of Dips, Carrot and Cucumber Sticks, Bruschetta, Roast Cauliflower, Olives, Fresh and Dried Fruits, with assorted crackers.

SANDWICH PLATTER

\$60

Serves up to 10 guests GFO
A selection of assorted fillings on white, wholemeal or gluten free bread. One sandwich per person.

FRUIT PLATTER

\$100

Serves up to 20 guests GF
A variety of fresh seasonal fruit

KIDS PLATTER

\$90

Serves up to 10 kids
An assortment of Nuggets, Kids Fish, Sausage Rolls, Party Pies, Cheese Cubes with Carrot and Cucumber Sticks.



LIGHT LUNCH & TAKEAWAY OPTIONS



Available for drop-off to the Function Room or BBQ area. Collection from Ripples Café can also be arranged. The ideal selection for an informal bite, social gathering or off-site lunch.

ALL \$24 EACH

- Penne Pasta Box with your choice of Carbonara or Roast Vegetable w' Naploli Sauce
- Burgers served with signature burger sauce and chips
 - Big Smoke with beef pattie, cheese, lettuce, tomato & beetroot with smoky bbq sauce
 - Alabama with Southern fried chicken, lettuce, tomato, cheese, pineapple & aioli or
 - Plant Power with chickpea & lentil pattie, lettuce, tomato & beetroot.
- Salad Bowls - Chicken and Avocado Green Goddess or Thai Beef Salad.



SELF-SERVE BUFFET



Minimum 30+ people

37PP

Select from one of the following

ASIAN

- Thai Green Curry with Chicken or Tofu
- Beef Massaman
- Chicken or Vegetable Stir Fry

served with steamed rice and mini spring rolls

ITALIAN

- Lasagne – Beef or Roast Vegetable
- Vegetarian Tortellini or Pesto Penne
- Carbonara Fettuccine

served with Italian salad and garlic bread

MEXICAN

- Beef and Bean Brisket
- Pulled Chicken
- Mexi Rice

with soft tortillas, corn chips, guacamole, cheese, sour cream and corn salsa

COLD CUTS & SALADS

- Roast Chicken
- Roast Beef
- Glazed Ham

SALADS – choice of two

- Mix Green
- Pesto Pasta
- Roast Vegetable
- Potato

ADD ON DESSERT BUFFET

8PP

Chefs' choice of Warm Sticky Date Pudding, Pavlova, Fresh Fruit Salad with coconut yoghurt, Apple Crumble.



FUNCTION MENU



Tailor your own meal to enjoy in Ripples Café or our Function Room. Minimum 30 people.
Choose two dishes from each category to be alternately served. All include fresh Dinner Roll & Butter.

ENTRÉE & MAIN 49PP
ENTRÉE, MAIN & DESSERT 59PP

ENTRÉES

- **Fresh Tomato Bruschetta (V)**
Marinated tomato, basil pesto and sweet balsamic drizzle on toasted bread
- **Green Goddess Chicken & Avocado Salad**
Mixed greens, grilled chicken, avocado, and green goddess dressing
- **Thai Beef Salad**
Marinated beef, mixed greens, vermicelli noodles and a house made Thai dressing
- **Baked Mushroom Arancini (V)**
Napoli sauce

MAIN COURSES

- **Slow-Braised Lamb Rump**
Creamy mash, seasonal greens, red wine jus
- **Herb-Roasted Chicken Maryland**
Roast potatoes, greens, pan gravy
- **Oven-Baked Fish**
Crushed potatoes, garden salad, lemon butter
- **Roast Vegetable Lasagne (V)**
Crushed potatoes and garden salad

DESSERT

- **Warm Sticky Date Pudding**
Butterscotch sauce and cream
- **Pavlova**
Seasonal fruit salad and cream
- **Fresh Fruit Salad**
Vegan coconut ice cream
- **Apple Crumble**
Berry coulis and cream



ADD ONS



Choose any of these to compliment your menu selection.

TEA & COFFEE STATION

6PP

Self-service selection of local Madura teas & single serve coffee with biscuits.

BYO CAKEAGE

2.5PP

For us to provide side plates, napkins, cutlery and cake knife and to cut, plate and serve your cake.

Barista coffee available at Ripples Cafe.

KIDS MENU (UNDER 12 YRS)

14PP

Served with Function Entrees where applicable

- Fish and Chips
- Chicken Nuggets and Chips
- Cheeseburger and Chips
- Napoletana Pasta with Cheese

FULL DRINKS MENU / WINELIST

Available on request

Availability dependent on dining location.

Menus and pricing subject to change without prior notification.

SUGGESTIONS FOR YOUR GROUP



SEASCAPE LEISURE CENTRE

Here, adults can enjoy some well-deserved 'time out'. Plan a visit while the kids are being entertained at Neptune's Castle Kids Club, or after your morning walk or swim. Indulge in a relaxing massage, hair or beauty treatment, swim some laps or slip into a warm spa in the quiet, peaceful surrounds of Seascape.



SAMMY'S ADVENTURE LAGOON

Sammy's is a giant water play area that screams FUN for kids of all ages! It's the perfect place for kids to meet and make new holiday friends in a friendly environment. Surrounded by tropical gardens and shaded areas, Sammy's has a kids' aqua playground, lagoon swimming pool, wading pool and two new giant Super Slides.



NEPTUNE'S CASTLE

The kids will have the time of their lives in the gigantic, indoor play area at Neptune's Castle. Designed for children aged 3-12 years, Neptune's offers loads of fun, no matter what the weather. Neptune's is home to a fully supervised FREE kids club, which is available every weekend and daily during school holidays, at the scheduled session times.



MARINE DISCOVERY CENTRE

The recently refurbished Centre is a showcase of state-of-the-art light and sound technology, fitted with interactive digital terminals and world-class marine and coastal science displays. The Marine Discovery Centre is designed to inspire and educate people of all ages. The Centre hosts educational programs for students and North Star Holiday Resort guests. Individuals and families are also welcome to visit the Centre year-round.



RIPPLES CAFE

The ultra modern Ripples Licensed Cafe, is located poolside at North Star is open 7 days a week. Spacious, family friendly and affordable, Ripples is the perfect venue for a quick snack, a leisurely coffee or lunch or dinner with family and friends. Enjoy our daily buffet breakfast or one of our special theme night meals.



TWEED ESCAPES

Operating on the Tweed Coast and in the beautiful Tweed Valley, Tweed Escapes offer an amazing assortment of river tours & cruises, outdoor adventures and sightseeing and foodie tours around the iconic Mount Warning, the World Heritage listed Border Ranges and the picturesque Tweed Valley.



KAYAKING AT HASTINGS POINT

This is a unique way to discover the beautiful estuaries and waterways of the Tweed, either by venturing out on your own or on a guided tour.



WILD 'N' AWAKE MEDITATION

Wild n Awake brings together a love of nature and adventure, as well as meditation and self-enquiry.



THE GREAT OUTDOORS

Explore the wonders of this beautiful untouched beachside location. The North Star's location is perfect for fishing, swimming, bike riding and family fun. With pristine beaches on our doorstep Winter Whale watching is a must. Relax and unwind in the great outdoors.



HERE'S WHAT OUR GUESTS HAVE TO SAY

A sincere thanks to you and the staff at North Star for all you did to make our stay at your resort an absolute delight! The staff were so warm and inviting and loved the facilities!

To you specifically I am very grateful for your dedication and patience in organising an facilitating the details for our stay and use of the Loft etc. You are great value and a real asset to North Star.

Ese L. (Church group – Brisbane, QLD)

I wanted to write and tell you just how much we appreciated the wonderful platters you delivered on Saturday. Everyone said it was the best workshop lunch they had ever had!

Joan W. (Retirement Community – Tweed Shire, NSW)

We could not have asked for a better venue and every family member went away thinking what a great time was had by all and commenting that their accommodation and food was beyond their expectations

Cecily S. (Family Reunion – Casino, NSW)

Thank you all so much for a wonderful weekend. Everyone commented how friendly and helpful all your staff are, we had a great time. The organisation, the catering, the accommodation was all perfect. We had no complaints at all. Thank you to everyone.

Carol L. (Singing Workshop, Gold Coast, QLD)

Thanks Sarah – yes everyone had a spectacular time I am told!!! Everyone complemented the food and the staff, so thanks for contributing to a fantastic weekend. Thanks again for all your help and support, you have made this camp so easy to organise! Look forward to doing the same again next year.

Michelle Y. (Children's Charity Winter Camp, NSW)

Thank you for everything, yes the girls had a great time and the facilities are fantastic. We stayed with you on recommendation from the boys team that stayed with you last year. We will definitely be recommending and staying with you in the future.'

Sherri D. (Hockey Team – Central QLD)

I would like to thank the entire team at North Star once again for the incredible hospitality throughout the 17 days of the Australian Surf Festival. It was a very pleasant stay for all Surfing NSW staff. Also a big thank you to Ripples for catering the event, the food was on point. Look forward to returning to the North Star next year for the WSL Tweed Coast Pro 30th Jan – 4th Feb 2018. Adam H. (Event Coordinator – Surfing NSW / Australian Surf Festival)

We all really appreciated your help. Our committee meeting went off like clockwork. The venue really worked for us! The members who dined at Ripples on Friday night said it was good food and good value. The rooms were lovely and clean and comfortable. Reception was very responsive to our requests too. I'd recommend it to any group like ours. Just the right amount of space for us. Thank you again for your help.

Mary O. (Community Organisation, Southern NSW)

Just wanted to drop you a line to thank you again for making things so easy. The family had a fantastic day, despite the rain and gloom. The kids still went swimming, leaving the grown-ups free to chat. The food was great. Everything went without a hitch. Please thank the kitchen and wait staff from us all....they were efficient, obliging and generally fantastic.

Jacqueline C. (Family Reunion, NSW)

TERMS & CONDITIONS

All GROUP ACCOMMODATION, CATERING & EVENT BOOKINGS will be treated as tentative until the applicable deposit is received. North Star Holiday Resort, incorporating Ripples Licensed Café (hereafter "The Resort") reserves the right to cancel tentative bookings without notice following expiry of the deposit due date. By entering The Resort, you and your guests agree to abide by the rules, regulations and policies of The Resort.

For GROUPS, CATERING & EVENTS, one contact person should be designated per event or group booking. It is the responsibility of this individual to communicate all terms & conditions to each guest, and to pass on any information and payments required, within the designated time frames by the Resort. Please refer to Deposit, Payment & Refund Policy.

MONEY BACK GUARANTEE – ACCOMMODATION & SITES: We are confident that you will be completely satisfied with your accommodation. If however the accommodation does not meet your expectations and you decide to leave, we are happy to offer you a full refund of all monies paid within one hour of check in.

MINIMUM STAY: Minimum night stays apply during all school holidays and long weekends. Weekends require a minimum of 2 nights. A routine 2 night minimum stay may also apply to certain accommodation mid-week off peak.

WE DO NOT GUARANTEE ACCOMMODATION / SITE NUMBERS: Whilst every endeavour is made to secure particular sites for guests we reserve the right to move guests within the specified category or upgrade where necessary. Management reserves the right to relocate or change the site number/accommodation number after booking. You will be allocated the most appropriate site on check-in.

CHECK IN TIME Check in time is as per your booking correspondence. We need time to make your site & accommodation the best it can be for your arrival—please do not arrive earlier than the nominated check in time as parking is limited and we do not wish for you to be offended that entry to the resort may be refused.

PRE-AUTHORISATION North Star Holiday Resort reserves the right to request a pre- authorisation of a valid credit card upon arrival to cover any incidentals that may be incurred during your stay. You must provide a credit or debit card authorisation or imprint when you check-in for a security bond of \$100. If you are paying by cash, you must provide a cash security bond of \$100. North Star Holiday Resort may use this authorisation or cash security bond to cover incidental items incurred during your stay including (but not limited to) damage to your accommodation (including damage caused by smoking) or damage to any other part of the Resort, breakages, lost keys, and cleaning charges in excess of the level of cleaning normally required, as well as accommodation charges (including charges for a late checkout, or if you leave before the date to which you have booked). You should contact your credit or debit card issuer for information on how providing a credit or debit card authorisation will affect the available funds balance or spending limit associated with your credit or debit card.

CHECK OUT TIME Check out time for both accommodation and sites is strictly 10am NSW time. Guests are not permitted to use the resort facilities past this time and are required to vacate the property. If you are intending to eat at Ripples after check out please use the visitor car parking area provided. Late departures up to 4pm are available subject to availability on arrival (additional fee applies). Please note we will not consider late departures on Friday, Saturdays or during school holidays.

ACCOMMODATION GUEST WRIST BANDS: If staying on-site at the North Star Holiday Resort (as a registered guest) you will be issued with a wrist band to wear during your stay. This provides FREE access to our fantastic water park "Sammy's Adventure Lagoon", the kids club "Neptune's Castle" and our other Resort facilities.

RESORT GUESTS – CLEANING & DAMAGES SURCHARGE: By entering the Resort a guest agrees to leave their accommodation/site and any subsequent facilities used in sound, clean and tidy condition. If the cabin or site is found to be excessively dirty, the guest accepts they will be charged an excess cleaning fee of \$60 per hour until clean. All damages, breakages or losses to the property of the Resort, including furniture and furnishings, are to be reported and paid for by the guest. Any faults or breakages discovered by the guest must be reported within one (1) hour of arrival or we may consider damages to be responsibility of the guest.

LOST PROPERTY We receive numerous items of lost property which are left behind/found in common areas or within accommodation. Lost property will be held for a maximum of 2 months, after this time items will be donated to charity. We do not take responsibility for any lost property and should you arrange for an item/s to be posted back to you, it will be at the guest's expense via COD.

ARTIFICIAL TURF All ensuite sites and some powered sites are artificially turfed. Whilst this will not hinder the set-up of your caravan, camper trailer or tent in any way, we do ask that you DO NOT use 'STAR PEGS' (either metal or plastic) whilst using these sites. The use of star pegs causes tearing of the material. Normal round pegs are absolutely fine to drive through this material. Do not sit anything hot on the artificial turf such as heat beads, hot plates etc. as these items can melt the surface. Such damages can incur a charge.

PHOTOGRAPHY By entering our Resort, you and your child/ren consent to being photographed from time to time using the facilities for the purposes of being included in promotional material of the North Star Holiday Resort.

REBOOKING IN PEAK PERIODS Guests staying onsite during any peak period have first preference to rebook that same site/accommodation for the following year, provided they do so before they depart. Conditions apply regarding dates offered. Minimum nights stay apply. See Reception for details as some holiday periods vary.

TERMS & CONDITIONS

SMOKING We are committed to providing our guests and associates with a family-friendly, smoke-free environment. With this in mind, as of the 1st February 2016, North Star will be a non-smoking property.

NOISE Quiet time in the Resort is strictly between 10pm & 7am NSW time for the comfort of all guests. Excessive noise or abusive language will NOT be tolerated and can result in being asked to vacate the premises immediately without reimbursement of fees.

PRICES ARE SUBJECT TO CHANGE without notice but will be guaranteed once final details are discussed three weeks prior to arrival or catering event. GST is payable on all goods and services supplied and unless indicated is included in our advertised prices.

ADDITIONAL CATERING & EVENT GUIDELINES The number of guests is required 21 days prior to any function, or as specified by your Group Coordinator. In the event that no guaranteed number is received at this time, the original number of guests indicated or the actual number of guests (whichever is greater) will be charged for. Any final numbers must be provided 14 days prior, with any difference due at this time.

DAMAGE OR LOSS (see also 'Displays and Signage') – The Hirer will be held responsible for any damages or loss incurred as a result of hire. The Hirer shall pay to North Star, on demand, the amount required to make good or remedy such damage.

ROOM HIRE BOND – At our discretion, we may require \$200 bond payment prior to commencement of your hire. This will be refunded in full where there is no damage, loss or excessive cleaning required. Once the room has been thoroughly inspected following completion of the hire, the refund will be processed within 7 working days.

FOOD OR BEVERAGE – not supplied by The Resort is not permitted on premises for Catering events, with exception of festive cakes and with prior approval. No external caterers are allowed onsite. The Resort complies with the rules outlined in the Liquor Act and licensing laws such as Responsible Service of Alcohol under which we operate. Be advised that guests may be required to present photo ID if requested. Persons under 18 are not permitted to drink alcohol at an event and remain the full responsibility of the client.

EVENT / HIRE SURCHARGES may apply if meeting and function rooms are not vacated by the agreed time. Time extensions must be negotiated and may incur additional cost. Surcharges may be applicable for events held on a Sunday of 10% and Public Holidays of 15%. A cleaning surcharge of \$60.00 per hour will apply if excessive cleaning is required.

We do not allow any external audiovisual equipment to be brought onto/ used on the premises. Hire of this equipment can be arranged through your Group Coordinator.

Any significant changes to room setups on the day will incur a \$50 labour surcharge.

THE RESORT DOES NOT ACCEPT RESPONSIBILITY FOR LOSS OR DAMAGE – of equipment or merchandise left on the premises prior to or after a function. Independent insurance should be considered for valuables. Unless otherwise arranged, equipment will be transferred each night from function rooms to secure storage. A charge may be incurred to facilitate this. The Resort does not hold itself liable in the event of acts of God, perils of the sea, air, fire, flood and explosions, acts of sabotage, terrorism or inevitable accident breakdown.

DISPLAYS AND SIGNAGE – Nothing is to be nailed, screwed, stapled or adhered to any wall, door or other surface or part of the building. Damage to the venue caused by the function or participants are the responsibility of the organiser.

ENTERTAINMENT & SUPPLIERS – All external entertainers and their setup arrangements must be approved by The Resort prior to your function. All entertainment must meet our conditions, including sound levels and completion times. We require comprehensive details of arrangements no later than 14 days prior.

FUNCTION END TIME – In line with our Resort noise restrictions, all functions are to cease at 10pm NSW time.

DEPOSIT, PAYMENT & REFUND POLICY

ACCOMMODATION:

DEPOSIT 25% of the current value of the reservation is required within 2 weeks of booking to secure the reservation.

BALANCE Due 21 days prior to your arrival. In the event that you have not provided final numbers for the accommodation held, this is based on the number of guests currently indicated on your booking.

REMINDER A reminder email will be sent 30 days prior to your arrival, to remind you that your balance & final room information will soon be needed.

FINAL ADJUSTMENTS A final room allocation list is required no later than 14 days prior to arrival, or as specified by your Group Coordinator. Any additional charges will then be calculated and are due immediately. All monies must be paid in full prior to your stay.

EVENT/CATERING:

DEPOSIT Your first day's room hire / \$200 towards catering arrangements is required within 2 weeks of booking to secure the reservation.

BALANCE Due 21 days prior to your arrival. In the event that you have not provided final numbers for your event, this is based on the number of guests currently indicated on your booking.

REMINDER A reminder email will be sent 30 days prior to your arrival, to remind you that your balance & final requirements will soon be needed.

FINAL ADJUSTMENTS A final breakdown of all requirements is required no later than 14 days prior to arrival, or as specified by your Group Coordinator. Any additional charges will then be calculated and are due immediately. All monies must be paid in full prior to your event.

Please refer to your specific correspondence or invoice for payment methods, along with your REFERENCE for any online transfers. All monies must be cleared by the required date.

CANCELLATIONS

In the event of a cancellation the following applies to any payments made on a group account:

·22+ DAYS PRIOR TO ARRIVAL – your payment will be refunded less a \$30 administration fee per refund / \$75 per catering event, OR your payment will be held for a future booking with us within 12 months.

·21-14 DAYS PRIOR TO ARRIVAL – your payment will be held for a future booking with us within 12 months.

·13-1 DAYS PRIOR TO ARRIVAL – we are unable to offer a refund or hold your payment in credit. Any monies paid will be forfeited.

SHORTENING STAYS

·22+ DAYS PRIOR TO ARRIVAL – a refund or credit can be offered provided your booking meets any minimum stay requirements. A \$30 administration fee per refund applies to any refunds. Credits can be used for future bookings within 12 months OR as room charge credit at Ripples Café

·21-14 DAYS PRIOR TO ARRIVAL – a credit can be offered provided your booking meets any minimum stay requirements. Credits can be used for future bookings within 12 months OR as room charge credit at Ripples Café

·13-1 DAYS PRIOR TO ARRIVAL – we are unable to offer a refund or hold your payment for any unused portion of your stay. Any monies paid will be forfeited.

REFUNDS

Refunds, where applicable, will generally be refunded to the credit card used to make payment, however in the event of refunds exceeding \$400, a cheque may be issued. Refund methods are at the discretion of management. Fees may apply.

SALE RATES

Cannot be used in conjunction with any other offer/discounts. Consecutive minimum stays may apply. Sale rates are not valid on existing bookings and must be fully pre-paid at the time of booking. Block out periods may apply. All bookings are subject to availability. No refunds or credits available on sale rates when cancelled / shortened or inclusion forfeited.

PRICING

Is subject to change without notice but will be guaranteed once final details are discussed three weeks prior to arrival or catering event. GST is payable on all goods and services supplied and, unless indicated, is included in our advertised prices.

EARLY DEPARTURES

We apologise, the Resort cannot offer refunds if you choose to leave early.

NO SHOWS

We reserve the right to cancel "no shows". All monies paid will be forfeited.

INCLEMENT WEATHER

We cannot consider or offer refunds or postponements less than 14 days prior to your arrival date due to adverse or inclement weather or other circumstances beyond our control. We strongly recommend you take out cancellation insurance to cover your reservation for severe weather and/or natural disasters. Please note that travel insurance will not cover any change in plans or disinclination to travel on your part due to rain or overcast weather. Please consider your dates carefully.

*To cover Accidents, Illness, and unforeseen happenings, we strongly recommend our guests to purchase Travel Insurance for peace of mind.