



Terms and Conditions

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Contact Us

Phone 08 9942 5938

Booking Information bookings@bullarastation.com.au

Management stay@bullarastation.com.au

Terms and Conditions

Accepting these terms and conditions (T&Cs) and by paying a deposit is an acknowledgement and agreement to the T&Cs of Bullara Station Stay (BSS).

The rate charged is based on the information you have provided regarding accommodation type, number of guests and duration of stay. Any changes to these details may change the rate charged.

Where applicable, any differences in the rate charged due to changes to your reservation will need to be paid at the time of changing the reservation.

BSS does not accept any liability or responsibility for any booking arranged through a third party, such as tour operator or travel agency, and the Park does not provide any warranty or guarantee for the booking fee/rates charged by that third party provider. Any concerns or complaints about any booking arranged through a third-party provider should be directed to that provider.

When a guest registers or an invitee of a guest enters the property or facilities, they are deemed to have agreed to be bound by these T&Cs. Failure to abide by these permits management to refuse, amend the rental or apply additional charges and/or terminate the occupancy.

You agree to ensure that all occupants treat the Property and all fittings with reasonable care, and you agree to pay for any damage caused by misuse, neglect or abuse during your occupancy. You agree to ensure that all occupants act in a manner that does not cause any nuisance or disturbance to nearby occupiers.



We have a strict 10pm no noise curfew.



NO Generator Use permitted.



All Pets to be secured on a leash. We currently have NO off-leash areas on our property.



11am-5.30pm Check-in Camping



2pm-5.30pm Check-in Accommodation



10.00am Check-out

We prefer to not accept check-ins after 6pm to allow our staff the ability to finish their working days. Please contact our reception team prior to 5.30pm if you are unable to arrive within our working hours. Fees may apply for requests for late check-ins.

Mobile telephone reception is TELSTRA 4G as our only carrier.

We advise guests to obtain comprehensive travel and medical insurance cover for unforeseen circumstances. Including (but not limited to) cover for medical expenses, evacuation charges, travel interruptions, trip cancellation, theft or loss of property and force majeure events.

Occasionally BSS may, in its sole discretion, make changes to these Terms and Conditions. Each such modification will take immediate effect upon notification to you. In this event, BSS will notify the customer of the changes by email.

Bookings

Quotes and reservations can be arranged via our website www.bullarastation.com.au or by email or calling our reservations team. Management reserves the right to decline any bookings or requests at its absolute discretion.

Reservations are subject to availability and actual pricing at the time of booking.

Unless otherwise determined by Management prior to or at the time of Booking, the following provisions apply:

- i. The **Deposit** equivalent to **'one night's stay'** is required at the time of processing your Booking. **Payment of the balance** of the Booking Total is required **14 days prior to arrival**.

If the Booking is made less than 14 days prior to the arrival date, payment of the Booking Total, is required.

All rates quoted are in Australian Dollars (AU\$), prices include Goods & Services Tax (GST).
- ii. **Final Payment** can be made by logging into your reservation via the link provided in your confirmation email, calling our reception team with a valid credit card or emailing our team for bank details for direct transfer.
- iii. **Unconfirmed bookings** (where no deposit has been received) will be held for 24 hours only. Booking will be cancelled if no deposit is received within this time frame.
- iv. The Guest must provide the following identification information and documentation.

A **valid credit card** is required at the time of Booking to **guarantee your reservation**. Your credit card will be held as security for your Booking and utilised for any applicable Deposits, payments, cancellation fees, no-show fees, damage and any breach of these T&C.

Failure by the Guest to make payment as required in accordance with the T&C, may result in the Booking being cancelled and the Manager making available the Property, or any part of it, to other persons to book.
- v. Bookings made through third parties are subject to the payment terms set out by the third party.
- vi. **Fees and Charges:** Bank fees, credit card charges and any other fees and charges incurred by transferring money from the Guest to Management are the sole responsibility of the Guest, are payable by the Guest and are non-refundable. A payment processing fee applied to card payments.
- vii. Any items or services not included in the Booking, are the sole responsibility of the Guest and must be paid by the Guest. Any outstanding accounts will need to be paid and settled on departure from the Property.
- viii. Credits – these will stay active for two years from the date paid to allow you to book your next adventure.

Accommodation

All accommodation is fitted out with linen. Linen is included in the hire price of any extra single stretcher beds for accommodation that can have these added to your reservation.

Safari Huts, Queen Shearers Lodge rooms + Bell Tents can all have one single stretcher bed added. If you require an extra bed, let our team know and they can add this to your reservation. Fees Apply.

No cots or highchairs are provided in rentals.

You agree to vacate the property in a reasonably clean condition. Cleaning fees will be charged if accommodation spaces are left untidy or excessively dirty. Areas to be left clean and tidy include - BBQ facilities, Kitchen - dishes washed and put away, fridges cleaned out, oven and microwave, rubbish placed in bin outside, any access dirt left on floors or walls.

Accommodation is serviced on departure only or once a week for long term guests.

Campsites

Please ensure you **include the overall size of your camping setup** when filling in your equipment size. **Please do not include your vehicle** unless this is required on site (sleeping in/kitchen setup for tents/swags), will park at front of site.

Our sites are not standard, and without this information we may not allocate you a site that will suit your camping setup. We may not be able to shuffle sites at time of checkin to allocate you more room, contact us prior to arrival to update any changes to your equipment size.

All sites can accommodate **one vehicle** and **up to 6 people** (max 4 adults) **on each site** with the following conditions.

Caravan/Campertrailer and Tent/Swag sites – **include drawbar in overall length**.

Include in your equipment size your **width** including an annexe and any other shade structures.

Motorhome/Campervan/Car/Truck sites **are allocated without any vehicles parked at the front of your site**; your setup must be contained within your site equipment sizing. No Parking at front of these sites.

If you have more than one vehicle, please let our staff know prior to arrival as you may need to book a separate site or park your second vehicle in a parking area.

Whilst we make every effort to meet individual requests for camp sites, please be advised that we are **unable to pre-allocate sites**. Staff will take requests into consideration and do their best to secure your request.

In the unlikely event Bullara Station Stay cannot provide accommodation as previously confirmed, for whatever reason, Bullara Station Stay will undertake to relocate guests into alternative accommodation on the station. If this cannot be provided, a full refund will be given.

Pets

Pets are welcome at camping sites, with a **maximum of two pets per site**. Prior approval is required for more pets.

Currently we **do not allow pets** in our accommodation, communal kitchen spaces and in any of the shower blocks.

Pets must be always **controlled on a leash** to ensure the safety and comfort of all our guests and station livestock.

Currently there are **no off-leash areas on the station**, please ensure you keep your pets on a leash whilst walking around the station, on walking trails and when you visit the gulf. Please do not leave your pets unattended.

The grass and indoor area at the Woolshed have been chosen to be **Pet Free areas**. The Woolshed front and side spaces are provided with seating and shade to sit with your pets.

Many rural properties in WA run wild dog eradication programs. BSS is part of an active program and choose not to bait in or around the walking trails or the base of the Gulf. With no off-leash areas on the station, your pets will be safe if you follow these steps and keep to **approved areas** (as tempting as it is to let them run).

Please **clean up after your pets** and place poop bags in wheelie bins provided at rubbish collection stations.

Gulf Access and Walking Trails

ACCESS to our **gulf area/track and our walking trails** is provided to **BSS ACCOMMODATED GUESTS** and is subject to change at any time, including closure of the roads and fees to enter this area.

Accommodated Guests are required to sign in/out before accessing the gulf area. Access during high tides or bad weather is at the discretion of management.

As standard practice, all access to these areas is closed when 10mm of rain or more has fallen within a 24-hour period, or under the owner's direction. This is due to muddy tracks that may cause vehicles to become stuck and damage the roads. Please consider local weather forecasts when you book your stay so as not to be disappointed.

When visiting the gulf area/walking trails, please ensure that you take appropriate amount of water and cover yourself for any elements (sun/bites etc).

Children

All guests under the age of 16 must be accompanied by a parent/guardian.

The Shallcross family would love to share their station life with your child and would like young people to feel safe and be safe when exploring their station.

With this in mind, **we ask parents are always within eyeshot of your children and ask them to practise the following rules** to respect the Shallcross Family Home.

BIKES, SCOOTERS ETC - please ensure you ride on the road and keep your speed under 5km/hr (walking pace). Park your bikes etc out of the way of walkers and access to amenities/buildings.

ANIMALS – our pets are friendly, when you approach them, please ensure you walk slowly and let them come to you. **No Feeding of our Pets please.** And **NO CHASING, our Pets** they are OLD. (its like chasing your grandparents).

SHOES – we have lots of little creatures that bite/nip, and lots of rocks to kick your toe on, keep your shoes on.

PLAYGROUND – lots of love and heart has gone into this space, can we please ask that you **do not break any items** in the playground or **anywhere on the station.** Enjoy this space, we are open to suggestions to improve.

Playground is open from 8am to 5pm each day.

OLD CARS – these are part of our museum, **please do not break or damage** these vehicles or any of our old equipment that is scattered around the station.

SHEDS – please do not go into or around the sheds on the station and do not touch any station vehicles.

FIRE – do not play around firepits or other dangerous areas, these could be still hot from the last time they had a fire in them.

General Damages, Breakages, Breaches of T&Cs

The facilities we manage are for residential short-stay accommodation only <28 days.

Functions and/or parties will be charged a venue hire, these bookings made at managements discretion. Apply in writing to stay@bullarastation.com.au

All damages, breakages or losses to property, furniture and furnishings are to be reported to reception by the guest immediately.

Should you discover a fault, breakage, or maintenance/safety issue when you arrive, please advise our reception team.

Guests and invitees are expected to behave in a manner which is conducive to the safety, comfort, and convenience of other guests within the resort.

If the property has been damaged (whether such damage is wilful or not) and/or left in excessively dirty or untidy state, it will be at the discretion of management to charge guests for damage.

To cover such costs, management may enter a debit on the credit card of the guest and the guest hereby authorises management to do so.

This also applies to any theft of linen (towels, sheets, etc) appliances, or anything provided to guests by Bullara Station Stay.

All accommodation and other buildings are NON-SMOKING and are PET FREE.

Cancellation Policy

If the Booking was made through a **third party**, the Guest must cancel/change dates of the Booking by contacting the third party direct. The Guest will be subject to any cancellation terms set out by the third party.



Guests cancelling their reservation within 24 hours will receive a full refund of the booking amount paid.



Guests cancelling their reservation 14 days or more prior to the arrival date are entitled to a full refund less deposit.



Guests cancelling their reservation less than 14 days of the arrival date Refunds are not available.

We wish to advise that no refunds are available for no shows, late arrivals, early departures or weather. Refunds are also not available for guests ejected from the park for contravening Park Rules. Where guests cause direct or indirect damage, the Park may recover costs from guests.

Change Booking Dates - Camping

Guests changing their camping reservation dates **14 days or more** of the arrival date can do so with **no charge**.

Guests changing their camping reservation **within 14 days of the arrival date** – you may make your **first change free** of charge and **any other changes thereafter** being charged at \$20 per date change.

Where applicable, any differences in the rates charged due to changes to your reservation will need to be paid at the time of changing the reservation.

Change Booking Dates - Accommodation

Guests **changing** their accommodation reservation dates **14 days or more** of the arrival date can do so with **no charge**

Guests changing their accommodation reservation **less than 14 days** of the arrival date – Refunds are not available.

Where applicable, any differences in the rates charged due to changes to your reservation will need to be paid at the time of changing the reservation.

Transfer of Booking to another Person

If you would like to transfer your reservation to another person, **this must be placed in writing and emailed** to our reception team.

We will require full guest details to transfer your reservation, full name/home address/contact phone/email address and equipment size. **Full payment** if not already taken will be required at time of transferring your reservation.

Keep in mind that equipment type changes may not fit to existing site availability, if we are unable to find a site suitable for the new reservation, then the transfer may not be possible.

Outside of Policy Refund Request

If you would like to **approach Management to receive a refund** and currently do not qualify for one under our current policy, please follow the steps below.

All cancellations must be **received in writing** from the Guest to Management **via email**.

It is the **Guest's responsibility** to contact Management to verify that the cancellation of the Booking request has been received. Management reserve the right to have change of mind on this policy depending on the circumstances of the guest's request.

Management will take into consideration if the Property is re-booked for the whole or part of the Booking period, all monies paid by the Guest will then be refunded to the Guest, save for a cancellation fee which will be equivalent to one night's stay, or such other amount determined by the Manager in its absolute discretion.

****Be kind to our reception staff as they do not have the ability to process any refunds outside of our Cancellation Policy****