



INVERCAULD HOUSE

conferences - retreats - accommodation

TERMS & CONDITIONS

Date

14 JUNE 2023

CONTACTS

Invercauld House Office Hours are 8:00am to 4:00pm Monday to Friday.

<i>Reception</i>	+61 (02) 6624 1881
<i>On Call</i>	0427 658 574
<i>Email</i>	reservations@invercauldhouse.com.au
<i>Address</i>	161-163 Invercauld Road GOONELLABAH NSW 2480

TERMS & CONDITIONS

CONTENTS

CONTACTS	2
1 PURPOSE	4
2 ABOUT INVERCAULD HOUSE.....	4
3 CONFERENCE ROOM BOOKING POLICIES & PROCEDURES.....	4
4 ACCOMMODATION BOOKING POLICIES & PROCEDURES	5
5 ARRIVAL AND DEPARTURE.....	6
6 CATERING AND IN ROOM DINING	6
7 TERMS / CANCELLATION POLICY – CONFERENCING AND EVENTS.....	6
8 CANCELLATION POLICY – ACCOMMODATION.....	7
9 GUEST FACILITIES & INFORMATION.....	7
10 EMERGENCIES	9
11 EVACUATION	9

1 PURPOSE

1.1. This document establishes a transparent policy and operational framework for Invercauld House and our clients.

2 ABOUT INVERCAULD HOUSE

2.1 Invercauld House is a conference and accommodation centre providing educational and business training, seminars, workshops and retreats. In addition to providing catering for the conference centre, our kitchen team provides catering for group bookings and events.

2.2 The staff of Invercauld House aim to provide each client with a supportive and relaxing environment to assist in achieving their best possible outcomes.

3 CONFERENCE ROOM BOOKING POLICIES & PROCEDURES

3.1 To book a conference room, head to the Invercauld House website and select 'Conference Bookings'. It will take you to the conference booking form. In the 'Name' section, please use your name so we can contact you about the booking.

<https://www.invercauldhouse.com.au/bookings/conference-booking/>

3.2 If you already know the conference room you would like to book, please request it in the text box under 'Conference Facilities'.

3.3 The reservations team will check the availability of conference rooms for your requested date and time and we will either:

a) Send you a confirmation which looks like this:

Please retain this for your reference Prices are in AUD	
Booking Details for Invercauld House	
Reference Number:	LH23031030076846
Check In Date:	16 Mar 2023
Check Out Date:	17 Mar 2023
Date Of Booking:	10 Mar 2023
Hotel Address:	163 Invercauld Road, Goonellabah, 2480, Australia
Hotel Phone:	02 6624 1881
Room: Conference Room 1 - Half Day	
10 Adults, 0 Children	
Standard rates for this room	
Date	Rate Inclusion
16 Mar 2023	\$
Booking Summary	
Room:	\$
Total:	\$
GST (10.0%) Included:	\$

b) Or the reservations team will call you to discuss an alternative room or date if there is no availability.

- 3.4 Conference and event bookings are based on availability. We will hold the conference room for you if you call the reservations team but we can only confirm your booking once we have received the completed conference booking form.
- 3.5 Confirmation of reservations will be issued via email within 48 hours of receiving the completed booking form.
- 3.6 A room allocation may be changed by Invercauld House due to unforeseen circumstances, or to best meet a client's requirements.
- 3.7 The presenter must have their presentation on a USB as a back-up in case their laptop isn't working.
- 3.8 Any online meeting details (e.g. Zoom) should be sent to the reservations team prior to the booked event.

4 ACCOMMODATION BOOKING POLICIES & PROCEDURES

4.1 There are two ways to book an accommodation villa at Invercauld House:

- a) If paying by credit card, head to the Invercauld House homepage and place your booking. Please place the guest name and mobile number in the comments section.

The screenshot shows a booking interface with a currency dropdown set to 'Australia Dollars (AUD)'. A calendar for March 2023 is visible, with dates from Friday 10 to Thursday 23. Below the calendar, there are two room options: 'Queen Suite' and 'Accessible Suite'. Each option has a 'Book' button and a 'Details' link. A 'DISCOUNT' field and an 'Apply' button are also present at the top right of the interface.

- b) If you require an invoice to be sent for the booking, please call the reservations team on **02 6624 1881** to place your booking.

4.2 The information we require to make a booking:

- Booking date – arrival and departure.
- Booking name – your name and contact number – in the event we need to check information.
- Guest name – the name of the guest staying in the room.
- Guest mobile number – so we can SMS their check-in details.
- Guest catering requirements – dinner/breakfast and any dietary/allergy specifics.

4.3 The person booking the accommodation will receive the invoice for the accommodation. It is the responsibility of the person booking the accommodation to send the invoice to the relevant accounts team for payment.

5 ARRIVAL AND DEPARTURE

- 5.1 Invercauld House conference centre opens at 8:00am. Should you require access to the conference centre before 8:00am, please confirm this with reception upon booking. Office Hours are 8:00am to 4:00pm Monday to Friday.
- 5.2 For accommodation bookings, a key-safe system is used to distribute accommodation villa keys. The guest will receive an SMS to their mobile on their day of check-in which includes their key safe code and a contact number to call in case of any issues throughout their stay. This is why it is vital to provide the guest name and mobile number.

The Key-Safe is located on the external wall to the left of conference centre entrance.

- 5.3 Accommodation **check-in is 2:00pm** and **check out is 10:00am**. Request for early check-in or late check-out need to be made with reception.
- 5.4 Accommodation keys should be returned to reception or dropped in the key return box at the front of the conference centre.

6 CATERING AND IN ROOM DINING

- 6.1 Please see Invercauld House Catering Packages for menu options.
- 6.2 Conference catering should be specified within the Conference Booking Form, including any special dietary requirements and times for service. Final details regarding any changes should be sent fourteen business days ahead of your conference.
- 6.3 A breakfast box can be ordered and placed in an accommodation room. Orders must be placed at the time of booking.
- 6.4 A dinner plate can be ordered and placed in an accommodation room for you to enjoy at your convenience. Orders must be placed at the time of booking.
- 6.5 Group reservations of 10 or more can request catering and bar service. Please request our group catering packages from the reservations team. Please note a surcharge of 15% applies to Sunday's and Public Holidays.

7 TERMS / CANCELLATION POLICY – CONFERCING AND EVENTS

- 7.1 A surcharge will be applicable for events held on Sunday's and public holidays. The rate of surcharge for these days is 15% of the final invoice.
- 7.2 No food or beverage is to be brought onto Invercauld House premises, with the exception of celebration cakes by prior arrangement with the reservations team. No liability is taken for cakes brought onto the premises.
- 7.3 Menu selections, dietary requirements and the minimum number of attendees must be confirmed at least 14 business days prior to the function. Should the menu, dietary

requirements and attendance numbers not be provided within 14 days of the event, we reserve the right to cancel your event.

- 7.4 Final charges for those attending the event will be based on the number of people attending the function or the minimum guaranteed number, whichever is greater.
- 7.5 Cancellation fees may apply to confirmed reservations for Conferences.
- 7.6 The following cancellation fees apply:
 - Cancellation 14 business days or more prior to the reserved date will not incur a fee.
 - Less than 14 business days' notice prior to the reservation date may incur a cancellation fee of 50% of the booking cost (including room hire and catering).
 - Less than 5 business days' notice prior to the reservation date may incur 100% of the booking cost (including room hire and catering).
- 7.7 The Invercauld House manager has discretion on cancellation fees to be charged.

8 CANCELLATION POLICY – ACCOMMODATION

- 8.1 The following cancellation fees apply:
 - Accommodation can be cancelled without charge with 48 or more hours' notice.
 - Accommodation cancellations received with less than 48 hours' notice may incur a 50% fee of the first night of the booking.
 - Accommodation cancellations received with less than 24 hours' notice may require 100% fee of the first night of the booking.
- 8.2 The Invercauld House manager has discretion on cancellation fees to be charged.

9 GUEST FACILITIES & INFORMATION

- 9.1 Accommodation villas are serviced regularly. However, if you require anything at other times, please don't hesitate to contact reception on (02) 6624 1881.
- 9.2 To help with reducing our environmental footprint, if fresh linen is not required, please hang it up.
- 9.3 Please report all maintenance repairs or damages to reception.
- 9.4 There is no smoking inside all buildings at Invercauld House. Ash trays are provided on the patio of accommodation villas. At the conference centre, the designated smoking area is just outside the pool area.
- 9.5 Please be mindful of the environment and turn off lights and air conditioning when not occupying your room. At Invercauld House we are working toward green solutions to decrease our environmental footprint as much as possible. We thank you for your assistance.
- 9.6 Please advise staff if you wish to use candles or other devices with open flames within Invercauld House site. These items could trigger the smoke detectors or pose a risk to

potential fire. A response from emergency services where the use of open flames has not been pre-arranged will incur a fee.

- 9.7 AV equipment – prior to your arrival, staff will pre-set the conference room to your conference booking form specifications. Should you wish to change any settings upon arrival, please speak to reception for assistance.
- 9.8 WIFI is available throughout the conferencing and accommodation facilities.
- 9.9 The Conference Centre includes five conference rooms of varying sizes with full AV system and video conferencing. There is also a dining room, bar facilities and a pool area for hire.
- 9.10 Accommodation options are 28 Suites, including 24 Queen villas, two twin-share villas (with one queen in one room and an adjoining room with two singles), and two accessible villas.
- 9.11 Pool is open in daylight hours.
- 9.12 No pets, excluding guide dogs or accredited assistance animals.
- 9.13 A communal laundry is available to guests 24hrs.
- 9.14 There is disabled access throughout the conference centre and we have two accessible accommodation villas.
- 9.15 Parking is free onsite.
- 9.16 Credit card/EFTPOS facilities are available at Reception (Payment only, no cash out).

Should you have any enquiries regarding the facilities and services at Invercauld House, please don't hesitate to ask one of our friendly staff at reception or for urgent matters after hours, our on-call staff member or manager. (Reference contact numbers page 2)

10 EMERGENCIES

10.1 In case of emergency please call the following numbers;

Emergency Services 000

Statesman Security (02) 6626 6960

10.2 Call 000 first when an individual needs **urgent** medical attention or if **immediate danger** is evident.

11 EVACUATION

11.1 In case of evacuation, guests will hear a warning alarm. Please follow the direction of staff and or emergency services in a calm manner. You will be directed to one of the evacuation points for your safety.

11.2 Should you need to evacuate prior to assistance arriving the Evacuation Assembly Points is located at the entrance of the accommodation car park near unit 1 and the lower grass area on entry to the property.

11.3 Further information can be obtained from staff at arrival at Invercauld House. Maps are also clearly positioned throughout the accommodation and conferencing centre for guests in case of emergency.