



## BOOKING CONDITIONS

In the interests of fair trading, unless otherwise arranged in writing, all services and programs will be based on the following terms and conditions.

### SITE MANAGER

Rubicon has a live-in Site Manager who is responsible for coordinating your booking and is on call by arrangement during your occupancy. The Site Manager will manage your booking and collect payments from you prior to departure.

### BOOKINGS AND DEPOSITS

A booking will only be confirmed when a deposit of \$                    is received at Rubicon, unless otherwise arranged.

A copy of a current Public Liability insurance certificate is required prior to your arrival. (Home contents insurance will suffice for private groups.)

### PAYMENT of BALANCE

Payment of the balance owing is to be made on arrival at the Campsite to the Site Manager. The Group Leader/Organiser is responsible for ensuring that payment is made on the Group's behalf.

### LATE PAYMENTS

Rubicon Outdoor Centre reserves the right to charge a Late Payment Fee of 5% for payments not made at the stated time.

### CANCELLATIONS and REFUNDS

For Cancellation of greater than one month - full refund, less \$50 administration fee.

For Cancellation of greater than 14 days but less than one month - 50% of deposit.

For Cancellation of less than 14 days, no refund will be made.

### DAMAGE

The Group's Organiser is responsible for reporting damage to the Site Manager. The payment for any wilful damage is the responsibility of the Group, and an account will be issued by the Site Manager for such damage.

### GROUPS in RESIDENCE

Unless otherwise arranged, groups should supply their own food, linen and towels and cleaning requisites ( rubbish bags, tea towels and soap and detergents excepted)

Groups will be briefed on arrival by the Site Manager on Out-of-Bounds Areas, Clean-up and recycling responsibilities, etc., Quiet Times (all noise must cease by 12.00 midnight).

Please note that pillows and doonas are provided by Rubicon, but that Health Regulations require all guests to have or hire sheets and pillow slips. Rubicon is a Victorian Government facility, and as such, smoking is not permitted in any buildings or vehicles. The group leader should ensure the camper register, accident & illness form and the Client Reports are completed.

### SAFETY

Notices are posted in buildings and these inform guests of exit and fire alarm procedures. Please ensure your group is familiar with these procedures.