



Booking Terms & Conditions

- The terms and conditions outlined below apply to Splitters Farm, 205 Blairs Road, Sharon Qld 4670.
- Management reserves the right to amend or alter prices, sites, and conditions at any time without notice.
- Splitters Farm reserves the right to refuse or decline your booking at any time without reason. We also reserve the right to refuse entry into the farm for any reason we so determine in our discretion (including for our own purposes).
- Quoted rates may vary depending on no. of guests and animals staying on site. Management reserves the right to charge guests who have not disclosed the correct number of people and pets on their booking.
- Camp site bookings are strictly for 1 x sleeping vessel (i.e. caravan, camper trailer, rooftop tent, tent etc) and 1 car. Where multiple families are staying together on-site additional camp sites will need to be booked for each additional sleeping vessel & car.
- Check in time for Camp Sites is from 1pm and from 2pm for Glamping Tents. If you would like to check in early or check out late a \$25 fee applies and is payable at check in or on request. These requests are based on availability as we cannot always accommodate.

Checkout time is strictly 11am for all Camp Sites & 10am for Glamping Tents & Retro Vans. Unless previously arranged with reception, early arrival and late departure fees will be incurred and charges to the card on file for occupancy exceeding these times.

- Please note Splitters Farm only take bookings 12-18 months in advance. Block out periods do apply at Splitters Farm. Please contact the farm directly for more information.
- Whilst we endeavour to meet our guest's requests, site/glamping tent preference is not guaranteed. Even if a site selection fee has been paid to secure a specific location. If we are not able to guarantee a location and a site selection fee has been paid this will be refunded.
- Strictly only one vehicle is allowed per site/glamping tent. Excess vehicles will be asked to park in the allocated car parking areas outside the campground.
- All Vans, Tents and Motor Homes are required to have the draw bar or legal tow point, facing the road & to be placed upon the site so that it is a minimum of 1 metre off the road.
- Should you wish to vacate your site early due to weather conditions, no refund will be given. Payments are not refundable if your stay is cut short for any reason.



- All linen and towels are supplied in our glamping & retro van accommodation. If guests require a mid-stay clean or more linen than allocated, additional fees will apply.
- You must be over 18 years of age to stay with us if you are not accompanied by a parent or guardian.
- All guests will be required to complete a guest registration card, prior to, or upon arrival at Splitters Farm. This can be filled in online. Failure to complete this step may result in non-acceptance of your reservation.
- Splitters Farm encourages the use of credit cards however processing/transaction fees do apply. If you would like to arrange an EFT transfer, please note that in many cases you may lose your booking due to the additional time that's required to process this payment manually by administration.
- The person registering as the guest at any Splitters Farm shall be liable for any loss or damage to the appliances, furniture, keys, fixtures, and all fittings on the site/or accommodation. Fair wear and tear excluded.
- The guest whose signature appears on the guest registration form shall be deemed responsible to pay for all room/site costs and agrees that all costs will be paid prior to departure. The guest authorises the park to deduct any outstanding room costs, fees, damage charges, etc from their given credit card for their site and/or the group they are responsible for. Any payments not able to be recovered directly from a guest will be referred to a debt collection agency with the cost of collection being added to the debt to be collected.
- Splitters Farm Management will not be held responsible for, or liable to compensate loss, theft, or damage to personal property on, or brought into the accommodation/site or in the immediate vicinity of the accommodation/site.
- We reserve the right to evict guests from the park who are deemed by management to be behaving in a socially unacceptable way; causing damage; disturbing other guests; using unacceptable language or otherwise breaking Park Rules. No refund will be given, and charges will apply for any damage caused.
- Pets (Dogs) are permitted, and costs do apply to maintain and provide a dog friendly farm, please contact the farm directly for more information. Please note conditions may apply.

Minimum & Maximum Stays

- Minimum stays do not apply outside of peak season. During Peak Season & selected public holiday periods, a minimum stay applies. One-night surcharges do apply and it is the discretion of the Owner/Manager to take such booking based on availability.



- Outside of the above peak season dates, no minimum nights apply to camping.
- Maximum stay for any guest is two (2) weeks regardless of season. We unfortunately do not accept long term stay campers.
- Management may vary the minimum stay for peak periods; however, this is limited to selected sites\cabins where there is a shorter vacancy between confirmed bookings and therefore, we cannot guarantee a short duration will be acceptable at the time you make your booking.

Payments/Deposits

- Peak Period accommodation reservations must be paid in full to guarantee and confirm your booking. All other bookings can make a 50% deposit and pay the remaining on arrival.
- The only instance where a deposit payment may be accepted to hold sites is if someone is making a booking on behalf of a group booking.
- A valid credit card must be provided for all bookings (& for each site on group bookings) prior to check in. All online bookings require a valid credit card and payment must be made in full at time of booking.
- Your credit card will be held as security for your reservation and utilised for an applicable fees and charges during your stay and/or arising from these terms and conditions.
- Unless an alternative valid card or method of payment is provided upon check-in, this card will be used for all outstanding accommodation and ancillary costs to settle your account (or a groups account) as well as any loss or damage caused during the stay.

Site / Accommodation Cancellations & Refunds Policy

- If you wish to change any details of your booking, please contact Splitters Farm directly and we will do our best to accommodate your request. A \$20 change booking fee will apply per site to any changes to your booking dates in an off-peak period. For peak periods this change booking fee is \$50 and is



payable at the time of change. Management reserve the right to limit the number of times tour bookings can be changed for guests who make repeat changes.

- **Health Cancellations:** If you or your group are unable to travel due to testing positive for COVID or any other health reasons or concerns, you will need to contact us immediately and provide a letter from a doctor. A change stay fee will apply however any money paid towards your booking will be credit for a 1-year period from the date of cancellation. Failure to provide evidence of a medical condition may impact your ability to move or credit your booking.
- **Weather Cancellations:** If you or your group do not wish to travel due to extreme weather events (proof of said event must be evident and recognised by the BOM) you will need to contact us immediately to discuss. A change stay fee will be applied and may be credited for a period a 1-year from the date of the cancellation.
- **Refunds:** We do not offer refunds. Any request for a full or partial refund needs to be made in writing stating why you believe the refund payment should be considered. We will do our best to assist you, however, cannot guarantee that changes can be made or that a full refund is possible. Att: The owners of Splitters Farm info@splittersfarm.com.au
- Please note that bookings in certain time periods, or for certain accommodation types cannot be changed; however, in some instances, changes may be permitted but a charge may be imposed. Bookings / Tours where a credit has been retained for a future stay must be used within 1 year of the credits originating date otherwise the credit becomes expired and will no longer be available for use.
- Changes to site fees / accommodation tariffs may have changed from booking to re-booking. Guests requesting a credit will be required to pay the new rates / tariffs for the new booking and/or period. Guests are not able to lock in original pricing from a cancelled booking. New bookings will be charged accordingly.

Accommodation Cancellation Charges



- Please understand that we are a small business and may find it difficult to fill your vacant site if you cancel. We apologise for any inconvenience.
- If you choose to our leave site early due to weather or any other reason you will forfeit consecutive nights and any money paid as your site/accommodation could not be filled at short notice.
- Peak Periods: If you choose to cancel a booking without a valid reason under 7 days prior to your arrival during a peak period, you may forfeit 100% of your booking costs.

Events / Tour Refunds

Guided and Self-Guided Farm Access Tour bookings are not refundable however can be changed to an alternate date. Management reserve the right to limit the number of times tour bookings can be changed for guests who make repeat changes.

Deposit amounts for events vary depending on the event / group tour bookings.

Most special event bookings are payable within 7 days of making a booking via email or phone and an invoice will be generated and emailed to you. While we may provide you with a tentative date for your event, your booking is not confirmed until full payment of your invoice has been received.

All cancellations and/or refund requests must be provided in writing.

Cancellations providing more than 30 days' notice to the arrival date will forfeit the initial deposit paid + a cancellation fee.

- Cancellation of weddings will forfeit deposit paid + \$500
- Groups and private events forfeit deposit paid + 50% of the total tour booking.
- Birthday parties and special events will be required to pay 50% of the total booking.
- No refunds are available for Tours & Activities booked and paid for online however we will do our best to reschedule your date if requested.



Cancellations for events providing less than 30 days' notice to the event date will forfeit all monies paid.

In the instance of a part-cancellation, the manager of Splitters Farm reserves the right to adjust any tariff that had been previously agreed upon based on the renewed number of bookings or total guest numbers.

Tours / Activities where no payment has been received can be cancelled at any time without penalty.

School Camps Payments

School Camp bookings are quoted in advance and will be based on the individual length of stay, meal requirements, activities and accommodation type.

Once a school has accepted a written quote, a 50% deposit is due to confirm the dates based on min numbers agreed.

6 weeks prior to the arrival date, schools must confirm the following:

- Number of Students / Teachers
- Dietary needs & allergies
- Bedding configurations (if required)
- Any students with special needs

Final invoices are issued and payable 30 days prior to arrival based on the information provided above. Where there is a credit due to a decrease in numbers, the credit is held until the end of the school camp and can be refunded.

School Camps that are cancelled are not eligible for a refund however bookings can be placed into credit for future dates agreed by both parties.

Gift Vouchers and Gift Cards

For guests wishing to use a Gift Voucher or Gift Card, the following applies:



- Gift Vouchers or Gift Cards are to be used following the terms and conditions (T&C's) outlined on the specific voucher/card.
- You must mention if you are using a voucher at the time of booking, the use is subject to availability, it is not transferable or redeemable for cash and cannot be used in conjunction with any other offer or discount.
- In-kind vouchers issued to community groups for charitable purposes have a 1-year expiry date from the time of the request.

Park Rules

Vehicles

- The safety of our guests is our number one priority.
- Guest are required to adhere to the speed limit signage and please be aware that normal road rules are enforceable within Splitters Farm.
- Only one vehicle is permitted per site. If additional vehicles or boats are required, prior approval must be requested from Management, and if approved an additional cost may be charged.
- For the washing of your vehicle and boats please use Nemo's Car Wash located in North Bundaberg.

Noise

- The peaceful enjoyment of Splitters Farm and the use of guest facilities is important to us. Please assist by being considerate of fellow guests and restrict noise from radios, speakers, televisions and social gatherings after 10pm and before 7am.
- The person whose name is on the booking reservation is responsible for the orderly conduct of all members of their booking and their guests.

Emergency Response



- In the event of an emergency, guests and residents are required to follow the directives of Farm Management. Please call '000' should you require police, ambulance or fire brigade. Please ensure someone is available with an access card to allow emergency vehicles access to the site.

Children

- Splitters Farm and its facilities are provided for the enjoyment of you and your children.
- Children should be adequately supervised by an adult at all times during your stay.
- Scooters, bikes and skateboards must only be used in the designated safe play areas. Helmets must be worn at all times. Please check with the Farm Managers for details of the safe play areas.
- Children should wear a life jacket if swimming at all times. Please be aware that although many of our waterways are fenced, it will not prevent children from accessing water.

Open Fires

- Due to fire hazards, all fires must be contained to a firepit. Open fires are not permitted. Guests are welcome to bring their own fire pits for non-powered camp sites where a firepit is not included.
- BBQ facilities and designated fire pits are available at selected sites.
- Guests must comply with any fire restrictions imposed by Splitters Farm Manager or Fire Authority.
- By law, the collection of firewood from the Park is not permitted.
- Firewood can be purchased from the site office or outside of the farm.

Dog-Friendly Farm



- Dogs are welcome at Splitters Farm as we consider ourselves 'dog tolerant'.
- Costs apply to each pet to maintain our park and dog friendly facilities.
- Should you wish to bring your dog please complete a Dog Registration Form at reception upon arrival.
- A dog off-leash area is available for use during your stay.
- We have a number of free-range animals, and it is unacceptable to have dogs off a leash at any time unless in designated areas.
- When at the farm all dogs must be kept on a lead and owners must pick up after them.
- Dogs must not be left unattended at the farm at any time. A kennel facility is available at an additional cost per day and can be booked at our main office.
- Irresponsible owners will be asked to leave Splitters Farm.
- Owners of dogs who are responsible for the injury of our rescue animals or wildlife agree to pay for vet costs, damages or costs associated with said incidents.
- Dogs are not permitted on Glamping Tent bookings however are accepted in retro vans and on camp sites.

Anti-Social Behaviour

- At the discretion of Splitters Farm Management, guests may be requested to vacate if they are deemed to be behaving in a socially unacceptable way, causing damage, disturbing other guests, using unacceptable language or otherwise breaking our rules.
- No refunds will be given, and charges will apply for any damage caused.