

# T&C'S + CANCELLATION POLICY

## Mounties @ Sussex Resort Booking Terms and Conditions

1. The person making the booking will be deemed to have accepted these terms and conditions on behalf of all persons who will be staying or using the facilities.
2. A deposit of one night's accommodation will be debited from credit card, details of which you have provided to us, at the time of booking to confirm the reservation.
3. Full payment is required 30 days prior to your arrival date with the balance owing to be debited from the previously provided credit card. Failure to make this payment could result in the cancellation of your booking.
4. Bookings during peak periods and school holidays are on a Saturday to Saturday week (7 night minimum applies).
5. Check-in is after 3.00pm and Check-out is before 10.00am.
6. Waivers are to be signed along with payment of bond before using any of the resort facilities or equipment (these will be issued upon arrival).
7. \$100 bond is required upon check-in which is taken as a pre-authorisation on your credit card or by cash.
8. \$100 bond will be refunded if paid by cash or release back on to credit card subject to clearance by Resort Manager.
9. Maximum occupancy limits per room must be strictly adhered to. Failure to do so could result in cancellation of your booking with no refund.
10. The person booking the Deluxe Cottage/Cabin/Unit (Unit) is responsible for the Unit and any visitors that enter the resort for the duration of your booking. The person booking must be present for the entire duration of the booking and is liable for any damages caused to rooms or extra cleaning fees required.
11. Linen such as bedding and towels for each guest is set in Unit prior to check-in and is included in the price. Linen will be replaced every 7 days for bookings more than a week stay.
12. Visitors to resort's guests are not to use any of resort facilities including kids playground; bikes; tennis courts; pool house with indoor heated swimming pool, sauna, showers; canoes; stand up paddle boards; two private jetties for guests to fish from or moor boat to or parking facilities.
13. Group bookings are to be made by Mounties Group Holiday Consultants over the phone.
14. A security bond may be required for group bookings of 3 or more units (an additional 10% of total group booking). Subject to any money retained to cover additional cleaning fees or to rectify any damage caused to the room, security bonds will be refunded within 7 days of checkout.
15. Mounties @ Sussex is a Mounties Group members only Resort.
16. Non Members may purchase a Mounties Group membership online or on arrival at Resort with identification to be shown and verified.
17. The use of coal BBQs are prohibited for fire and safety reasons. However, gas or propane BBQs are allowed.
18. Strictly NO SMOKING in Units or BBQ area.
19. Strictly NO PETS ALLOWED.
20. All SPECIAL RATES are Mounties Group member pricing.
21. Strictly no parties or after-hours gatherings are permitted in the resort under any circumstances.
22. To respect the resort and other guests, noise restrictions apply and guests are encouraged to keep noise at a minimum. Charges may be applicable if guests do not follow these guidelines.

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## Mounties @ Sussex Resort Cancellation Policy

1. Cancellation of your booking will result in forfeiture of all payments if:
  - a. The cancellation is made within 30 days prior to your arrival date; or
  - b. If your booking is in the resort's peak periods/school holidays/public holidays weekends being:
    - i. December - January / Christmas School Holidays
    - ii. April / Easter School Holidays
    - iii. Long Weekend with Public Holiday
    - iv. July / September School Holidays
2. If cancellation of your booking occurs more than 30 days prior to your arrival date and your booking is not in Mounties @ Sussex Resort's Peak Period/school holidays or public holiday long weekend, you will receive a full refund of payments made.
3. Please note any specials offered after your booking is made for your travel date and you wish to cancel to get the better rate, we will only issue as credits. No refunds will be given.
4. At the sole discretion of the Club, if you cancel your booking within 30 days of your arrival date and the unit is rebooked, you will receive a full refund of payments made. Not applicable during peak and school holiday periods.
5. If you cancel your booking during your stay or within 30 days of your arrival due to a medical condition, you may, at the absolute discretion of the club be offered credit for the days that were cancelled upon receipt of a doctor's certificate.
6. In the event of an early departure there is no refund unless the premises are forced to close due to Government and/or Mounties Group directive.
7. A 10% administration fee will be deducted from all refunds.
8. If you are unable to fulfill your booking due to Covid, we will issue you a full credit for a future stay at the same resort within a 12 month period from the time of your original booking date. After 12 months, all funds will be forfeited.
9. Cancellations of bookings made with current promotions/specials are Non-Refundable. Changes are permitted within the period specified under the conditions of the promotion/special purchased. If cancellation of your booking is due to a medical condition, you may, at the absolute discretion of the Club be offered a credit only upon receipt of a doctor's certificate.