



Booking Confirmation Form

Most guests are wonderful, however, in the past a few have caused major problems. This form has been drafted to prevent these problems recurring and is in no way a reflection on the vast majority of excellent guests.

Accommodation is accepted on the following conditions:

1. Tents, Caravans, Extra Bedding and Swags

None of these is permitted on the property.

2. Accommodation only

Robe Waterfront properties are only rented for accommodation. They are not party or entertainment venues. There is a maximum of six non sleeping visitors to be on the premises at any one time.

3. Payment

Deposit. We require payment for the first night as a deposit, to be received within 7 days of reservation or immediately if your arrival date is within 30 days. Should we not receive this deposit the booking will automatically cancel.

Balance of the accommodation cost. The balance is payable in full 30 days prior to arrival.

Receipt. If a receipt is required please advise us when making the payment.

4. Cancellations

All cancellations must be in writing, email or by fax and must be received by Robe Waterfront.

Cancellation Fees	
Outside 30 days	Full Refund
14 to 30 days	Deposit forfeited
Inside 14 days (including after arrival)	100% of Total Cost

(These cancellation fees are from the South Australian Tourism Commission standard conditions)

5. Booking Changes

Provided it is made not less than 14 days prior to scheduled arrival, one change of booking dates and / or Robe Waterfront Property will be accepted without charge. Changes made within 14 days prior to scheduled arrival and subsequent changes outside 14 days will incur cancellation charges as outlined above.

6. Telephone

Each Property has a telephone connected:

<i>Beachside:</i>	08 8768 2777
<i>Shells:</i>	08 8768 1921
<i>White Sails North:</i>	08 8768 2993
<i>White Sails South:</i>	08 8768 2991

and each is STD barred. ie you cannot make STD calls. You can receive calls from anywhere and make local calls which are free to you. You must not make trunk calls or accept reverse charge calls on the *Robe Waterfront* account. You will be liable for any such calls made during your stay including the cost of recovery. To make STD calls you can reverse the charges to the account of the person you are calling, or use a Phone booth. Telstra and Optus digital mobile phones work at Robe. If your phone is connected to another carrier, please check with your carrier.

7. Pets

We regret that no pets are allowed.

8. Times of Entry and Departure

Entry is after 2:30pm on arrival day. (We will let you in earlier if the property is ready - please phone ahead if you would like to check in earlier).

Departure is no later than 10:30am on departure day. Our cleaners will be moving in at 10:30am.

9. Breakages / Damage / Loss

Please report any damage, breakages and losses. You will be required to pay for any breakage, damage and losses other than normal wear and tear.

10. Smoking

Smoking is not permitted inside any *Robe Waterfront* Property, however there are terracotta garden ashtrays outside.

11. Cleaning

The property will be serviced weekly including changing kitchen, bedroom and bathroom linen.

12. Lost Property

Lost property will be kept for three months and then donated to a charity.

13. Your Requirements

For things we provide please see the Robe Waterfront Information Guide or our web site: www.robewaterfront.com.au Please note that you do not have to bring linen except for beach towels.

14. Guests

The maximum number of sleeping occupants for: Beachside is four(4)
Shells is two(2)
White Sails is two(2) per wing

Children, including babies and toddlers, are not permitted in Shells or White Sails.

Please list all guests (any age) who will be staying at (*Property*)

	Mr Mrs Miss Ms Mstr etc	Last Name	First Name	Date In	Date Out	Nights
1						
2						
3						
4						

Accommodation is charged on a per person basis. Should any extra person(s) stay without notifying *Robe Waterfront* and paying in advance, all guests will be required to leave immediately without refund.

15. Your Details

Address:		post code
Phone number:		
Email address:		
Car Regist'n:	(the vehicle you will be bringing)	state

16. Guest's signature (Mandatory) Your booking is not accepted by us until we have this form signed.

I acknowledge that I have read this sheet and I accept these terms and conditions on behalf of all persons staying during this period.

signed date ... / ... /

Robe Waterfront PO Box 601 ROBE SA 5276. For queries please call us on 1800 067 447.