

Kalang

RETREAT

Terms & Conditions

Kalang Retreat – Terms and Conditions

When you submit your application, you will be deemed a Guest, and will agree to be bound by Kalang Retreat's terms and conditions.

Kalang Retreat's terms and conditions are outlined below. Failure to abide by these terms and conditions will permit termination of residency at the Management's discretion.

Booking and Payment

After successful application, a Booking and Payment Form must be completed by each Guest. At the time of booking, Guests will be required to pay the total residency fee. Kalang Retreat accepts payment only by electronic funds transfer (EFT). The Booking and Payment Form must be signed and returned so that we can finalise your residency. In the absence of full payment and a completed Booking and Payment Form, it will be assumed that booking has been cancelled.

Cancellations

Cancellations with at least 21 days' notice from the time of booking will receive a full refund, less a \$50 administration fee.

Cancellations with less than 21 days' notice will receive a refund only if we can re-let the residency at that time, less the \$50 administration fee. If a re-let cannot be obtained, the full fee will be non-refundable.

All cancellations must be in writing. If the Guest fails to arrive on the due date, the fees will not be refunded in full. No refund will be given for unscheduled departure during a residency.

Acceptance of applications, bookings, cancellations and terminations will be at the absolute discretion of the Management.

Subject to Change

Retreat bookings are accepted in good faith and may be subject to change. We cannot be held responsible for circumstances beyond our control – for example, if the property is withdrawn as a retreat due to unknown circumstances.

Bushfire Emergency Information for Guests

In the event of high fire danger, the Management reserves the right, in our own judgment, to cancel and refund a booking.

Kalang Retreat is located in a treed coastal environment, near a bushland reserve, and may be susceptible to bushfire.

It is recommended that you read Kalang Retreat's [Bushfire Emergency Information](#). This information will inform you of what to do if a bushfire is threatening or occurs during your residency.

Internet, Computers, Printers, Smart TV, Phonenumber

WiFi is available through the house and garden and is usually reliable, although the Management cannot guarantee consistent connection. If you require constant use of internet for your writing, it may help to bring a wireless broadband device such as a dongle.

Guests must bring their own laptop to work on. There are no computers available for use at Kalang Retreat. There is one printer - we occasionally print for guests (no more than a few pages) but this is not our regular service. Guests need to bring their own printer. If you use our printer, there is a fee of 20 cents per page. This printer has a USB port, so bring your USB stick if printing is required.

You may wish to share your work with other writers during a workshop. There is one Smart TV located in the sitting-room, which can be used to connect to a laptop via a provided HDMI cable or screen mirroring. This TV is not available for general use, but serves only to assist in sharing your work when needed.

There is a separate phonenumber at Kalang Retreat for use by the Management. Guests can use this phonenumber only in the event of an emergency.

Invitees

In order to maintain a peaceful environment, it is preferred that Guests do not encourage invitees (partners, children or a companion). Guests, or any invitees of a Guest, by entering the premises have agreed to be bound by the terms and conditions of Kalang Retreat.

As a reminder, no pets are allowed.

+61 (0)478 747 288
hello@kalangretreat.com
kalangretreat.com

Kalang

RETREAT

Terms & Conditions

Suitability

Guests need to have satisfied themselves as to the suitability of the residency premises prior to booking. All written, visual and verbal descriptions are given in good faith. No responsibility is accepted for errors or omissions contained on our website or in ensuing correspondence. While all courtesy will be shown to genuine disappointment, no responsibility or liability will be accepted.

Liability

No responsibility is taken for personal items left on the premises during or after departure. We do not accept liability for any injury, damage or loss, nor for expenses caused directly or indirectly by events beyond our control. We do not accept liability for errors, omissions or default on our website.

General Damage and Breakages

We would expect the rooms to be left in the same condition as presented on arrival. It will help us if Guests take all reasonable care and promptly report any malfunctions, damage, breakages or losses to facilitate prompt repair or replacement. Guests should inform us immediately if they notice any faults, breakages or maintenance issues on arrival.

Loss, Damage or Theft

The Management accepts no liability for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by the Management, their volunteers or employees. No responsibility will be taken for any Guests' or invitees' personal property. Guests are strongly advised to obtain their own insurance.

Maintenance

In order to maintain the property, the Owner or Management may need to schedule maintenance. The Management will attempt to schedule maintenance outside of the period of your stay at the property. However, maintenance at inconvenient times will occasionally be unavoidable. We will attempt to inform you of any maintenance activity scheduled during your stay.

Conduct

The good rapport between the Management and our neighbours, and the good-natured, friendly courtesy they offer the Kalang Retreat's residents, are highly regarded and appreciated. Guests are expected to conduct themselves in a manner that promotes the safety and comfort of all persons in the residence and surrounding properties. Any conduct contrary to this will entitle the Management to terminate residency immediately. We appreciate Guests respecting a no-noise rule after 11 pm to allow for the community's and the retreat's equilibrium.

Smoking is not permitted inside the house.

Cleaning and Laundry

Kalang Retreat is cleaned once a week. It helps us and other residents if each Guest takes reasonable care of the residence and its contents, and leaves them in a clean and tidy condition during and at the end of a residency. The Guest will otherwise be responsible for any additional cleaning charges incurred, and these will be deducted from the bond money. The laundry is for long-stay guests rather than for short-stay self-directed residencies.

Keys

In the event of loss of keys, the Guest will be responsible for locksmith fees.