Baywatch Retreat — Terms and Conditions

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Document Owner	Manager	**Classification**	External — Guests

1. Welcome to Baywatch Retreat

Thank you for choosing Baywatch Retreat Augusta. By making a booking with us, you agree to the following terms and conditions. These terms apply to all reservations, whether made directly through our website, by telephone, or through a third-party booking platform.

In the event of any discrepancy between these terms and conditions and those provided by a third-party booking channel, the terms and conditions outlined in this document will take precedence.

2. Booking and Payment

- 50% payment is required to confirm your booking.
- Payments can be made by Visa, Mastercard or other approved payment methods.
- For non-refundable rates, full payment is required at the time of booking.
- A valid credit card is required at check-in for incidentals.
- Your confirmed booking price will not change after booking.

3. Check-In and Check-Out

Detail	Information
Check-in time	3:30 PM – 5:30 PM
Late arrival	Please let us know if you will arrive after 5:30 PM. Your room will be left unlocked with the key inside.
Check-out time	By 10:30 AM
Reception hours	9:00 AM – 5:00 PM Weekdays
Early / late check-in or check-out	May be available on request, subject to availability. Additional charges may apply.

4. Children and Extra Beds

- Guests under 12 must be accompanied by a parent or guardian aged to 18.
- Children aged 12 years and over are charged at adult rates.
- Extra beds and sofa beds are available on request, subject to availability. Additional charges apply.
- Specific room restrictions may apply depending on the room type and configuration.

5. Group Bookings

- We accommodate groups of up to 35 guests.
- Groups may book the whole guesthouse, with a minimum stay of 2 nights.
- Deposit, payment and cancellation terms for group and whole-house bookings are confirmed in writing at the time of booking.
- Standard Terms and Conditions apply
- Alcohol service or consumption during group events must be pre-approved by management.

6. Cancellation and Refund Policy

General Cancellation Policy

Timing of cancellation	Charge
More than 14 days before arrival	Free cancellation. Full refund.
7 to 14 days before arrival	50% of the booking value is charged.
Less than 7 days before arrival	100% of the booking value is charged.
No-show (failure to arrive)	100% of the booking value is charged. No refund.

Note: Cancellations may differ for non-direct Bookings.

Non-Refundable Bookings

For bookings made at non-refundable rates, no cancellations, modifications or refunds are permitted.

Booking Modifications

Modifications to existing bookings may be permitted provided all of the following conditions are met:

- The change is made at least 7 days before the check-in date.
- The new booking is for the same or a higher price than the original reservation.
- The same room type is available for the new dates.
- The same booking conditions apply.

Exceptions

Cancellation fees may be waived in the following circumstances, subject to valid supporting documentation:

- Medical emergencies (with a medical certificate or hospital documentation)
- Family bereavement (with relevant documentation)
- Flight cancellations or significant travel disruptions (with airline or travel provider confirmation)
- Requests for Exceptions are made via our website at https://www.baywatchretreat.au/terms-and-conditions/

7. Cancellation and Refund Approval Process

Baywatch Retreat follows a structured process for handling all cancellation requests and refund approvals to ensure transparency and consistency.

Submitting a Cancellation Request

Guests must submit cancellation requests through the booking platform used for the original reservation, or directly to the Baywatch Retreat reservations team.

The following information is required with every cancellation request:

- Guest name and booking dates
- Reservation number
- Booking platform the reservation was made through
- Reason for cancellation
- Requested action (full cancellation, date change or partial modification)

Review and Approval

- All cancellation requests are reviewed against the applicable cancellation policy (standard, non-refundable, or any special terms stated at the time of booking).
- Refunds are approved only where the cancellation meets the conditions in this policy, including cancellation within the allowed timeframe or a valid exception with supporting proof.

Processing and Communication

- Approved refunds are processed within 7 to 14 business days, depending on the payment method used.
- Guests will be notified of the outcome of their request, and any refund details, by email or through their booking channel.

No Refund Cases

Refunds will not be issued in the following circumstances:

- No-shows (failure to arrive without prior cancellation)
- Cancellations made less than 7 days before arrival
- Bookings made at non-refundable rates

For any questions about cancellations or refunds, please contact us using the details in Section 14.

8. No Smoking

- Baywatch Retreat is a smoke-free property.
- Smoking and vaping are prohibited in all buildings, guest rooms and enclosed areas.
- A Smoking area is not provided
- Guests who smoke or vape inside may be asked to leave without a refund, and a cleaning fee will be charged.

9. Guest Conduct

Baywatch Retreat is committed to maintaining a peaceful and welcoming environment for all guests. The following standards apply throughout your stay.

Antisocial Behaviour

Excessive noise, disruptive conduct, verbal or physical aggression, vandalism, or any actions that disturb the comfort or safety of other guests or staff will not be tolerated.

Parties and Gatherings

Unauthorised parties, gatherings or events are not permitted on the premises.

Quiet Hours

Noise must be kept to a minimum between 10:00 PM and 7:00 AM.

Consequences

Guests engaging in antisocial behaviour may be asked to leave immediately without a refund. Guests are encouraged to report any antisocial behaviour to management promptly.

Damage and Loss

- Guests are responsible for any damage to the property, or loss of property items, during their stay.
- Charges will be applied for repairs, replacements or additional cleaning resulting from guest behaviour.

Alcohol Policy

Consumption — Guests are welcome to consume alcohol responsibly in their room and in the shared areas of the property.

Behaviour — Antisocial or disruptive behaviour caused by alcohol will not be tolerated and may result in guests being asked to leave without a refund.

Age restrictions — Alcohol may only be consumed by guests aged 18 years and over, in accordance with Australian law.

BYO — Guests are welcome to bring their own alcohol for personal use. Excessive quantities that could lead to disturbances are discouraged.

Events — Alcohol service or consumption during group events must be pre-approved by management.

10. Accessibility

We want every guest to be comfortable. If you use a wheelchair or have mobility needs, please contact us before booking so we can confirm the most suitable room and prepare the accessible bathroom for your stay.

Ground-floor room — Our Deluxe King room is on the ground floor and is usually the best fit for guests with mobility needs.

Upper level — All other rooms are on the upper level. There is no lift.

Assistance — Guests requiring additional support or equipment are encouraged to tell us in advance so we can make arrangements.

11. Other General Terms

Parking

Limited free parking is available on-site on a first-come, first-served basis.

Pets and Assistance Animals

- Pets are not permitted at Baywatch Retreat.
- Assistance animals, as defined under the Disability Discrimination Act 1992 (Cth), are welcome. Please let us know in advance.

Environmental Commitment

- Baywatch Retreat holds Sustainable Tourism Accreditation through the Australian Tourism Industry Council (ATIC). We run rooftop solar with battery storage and solar hot water, use LED lighting and native landscaping, and offer linen reuse.
- Guests are encouraged to conserve water and energy, and to recycle where facilities are provided.

Liability

- To the extent permitted by law, Baywatch Retreat is not liable for personal injury, or for loss of or damage to personal belongings, during your stay.
- Guests are advised to secure valuables and to take reasonable care of their own safety while on the property.
- Nothing in these terms excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law.

12. Privacy Policy

Baywatch Retreat is committed to protecting your privacy and handles personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Collection of Information

We collect personal information needed to process bookings and provide services during your stay. This may include your name, contact details, payment information and preferences.

Use of Information

Your information is used only to:

- Confirm and manage your reservations
- Provide services during your stay
- Send booking confirmations and relevant updates

Sharing of Information

We do not sell your personal information. We share it with third parties only as needed to process payments, comply with legal obligations, or provide the services you have requested.

Data Security

Baywatch Retreat uses secure methods to store and protect your information from unauthorised access, disclosure or misuse.

Cookies

Our website may use cookies to improve functionality. You can manage cookie settings through your browser.

Your Rights

You may request access to, or correction of, your personal information at any time. You may also ask us to delete it, unless we are required by law to keep it. Please contact us at bookings@baywatchretreat.au.

Policy Updates

This privacy policy may be updated from time to time. Changes will be published on our website, and significant updates will be communicated to guests.

13. Location Information

Detail	Information
Address	9 Heppingstone View, Augusta WA 6290
From Perth	About 320 km, 3.5 to 4 hours by car
Directions	Turn right after the Augusta Bakery
Beach	12-minute walk, with views of the Southern Ocean and Blackwood River
Cape Leeuwin Lighthouse	About 8 minutes by car
Jewel Cave	About 10 minutes by car
Hamelin Bay	About 20 minutes by car
Margaret River wine region	Nearest cellar doors about 20 minutes; Margaret River town about 40 minutes

14. Contact Information

For enquiries, booking modifications, cancellation requests or any other assistance, please contact us.

Detail	Information
Business name	Baywatch Retreat Pty Ltd
ABN	84 673 579 667
Address	9 Heppingstone View, Augusta, Western Australia 6290
Phone	1300 629 092
Bookings email	bookings@baywatchretreat.au
Manager email	manager@baywatchretreat.au
Website	www.baywatchretreat.au

We look forward to welcoming you to Baywatch Retreat.

15. Document History

Version	Date	Author	Description
1.0	November 2024	CG	Initial release of Terms and Conditions
1.1	February 2025	CG	Added advance booking amendments, alcohol policy and privacy policy
2.0	April 2026	CG	Consolidated General T&C, detailed T&C and Privacy Policy into a single master document. Reformatted to Baywatch Retreat template standard.
2.1	November 2026	CG	Aligned cancellation policy, check-in times, child policy and contact details with the website. Added group bookings. Removed the advance price-adjustment clause. Updated accessibility, assistance animals, liability and privacy wording.