

Baywatch Retreat Augusta

General Terms & Conditions

Thank you for booking with us. For your booking you agree to the following terms and conditions.

Cancellation and Refund Approval Process

At Baywatch Retreat, we have a structured process for handling cancellation requests and refund approvals to ensure transparency and consistency:

Cancellation Request:

Guests must submit cancellation requests via the booking platform used or directly through our reservations team. Cancellation requests are reviewed against the applicable cancellation policy (flexible, non-refundable, or special terms outlined at the time of booking).

Cancellation Request Information:

- Name, Room number, Booking Dates
- Reservation Number
- Booking Site booking was made from
- Reason for Cancellation
- Action Request

Approval Criteria / Processing:

- Refunds are approved only if the cancellation meets the conditions specified in the policy (e.g., cancellation within the allowed time frame, valid exception such as Medical emergencies with proof).
- Approved refunds will be processed within 7–14 business days, depending on the payment method used.
- Exclusion may apply to this timeframe.
- Guests will be notified of the outcome of their cancellation request and any refund details via email or their booking channel.
- Refunds will not be issued for no-shows, late cancellations outside the policy terms, or bookings marked as non-refundable.

For any questions regarding cancellations or refunds, please contact us directly using the contact details below.

Wheelchair Accessibility

Baywatch Retreat is committed within our abilities to ensuring accessibility and comfort for all guests, including those with mobility challenges.

Selected areas of the property are wheelchair accessible.

- For detailed information about accessible rooms or facilities, please contact us directly prior to booking.
- Guests requiring additional support or equipment are encouraged to notify us in advance so we can make appropriate arrangements.
- While we strive to accommodate all guests, certain areas of the property may have limited accessibility due to the natural terrain.
- We are dedicated to making your stay as comfortable and enjoyable as possible. Please feel free to reach out for any specific needs or concerns.

No Smoking

- Baywatch Retreat is a smoke-free property.
- Smoking inside the property will result in eviction without refund and a cleaning fee.

Antisocial Behaviour

Baywatch Retreat is committed to maintaining a peaceful and welcoming environment for all guests. To ensure this, the following policy on antisocial behaviour applies.

- **Prohibited Behaviour:** Excessive noise, disruptive conduct, verbal or physical aggression, vandalism, or any actions that disturb the comfort of other guests or staff will not be tolerated.
- **Parties and Gatherings:** Unauthorised parties, gatherings, or events are strictly prohibited on the premises.
- **Consequences:** Guests engaging in antisocial behaviour may be asked to leave immediately without a refund.
- **Reporting:** Guests are encouraged to report any instances of antisocial behaviour to management promptly.
- **Excessive Noise:** To ensure a peaceful environment, noise must be kept to a minimum between 10:00 PM and 7:00 AM.

Damage and Loss

- Guests are responsible for any damage to property or loss of items during their stay.
- Any damages or additional cleaning costs incurred as a result of such behaviour will be charged to the guest.
- Charges will be applied for repairs, replacements, or additional cleaning if necessary.

Location Information

Address: 9 Heppingstone View, Augusta, WA 6290.

Directions: Turn right after BP petrol station in Augusta.

Nearby attractions include:

- The property is a 12-minute walk from the beach and offers views of the Southern Ocean and Blackwood River.
- Cape Leeuwin Lighthouse (8-minute drive)
- Jewel Cave and Hamelin Bay (10-minute drive)
- Margaret River wine region (20-minute drive)

Hotel Contacts

For inquiries, modifications, or further assistance, please contact us.

Hotel Manager
Baywatch Retreat Pty Ltd
ABN: 84 673 579 667
E: bookings@baywatchretreat.au
M: 0477 738 839
P: (+61) 1300 629 092
W: www.baywatchretreat.au

We look forward to welcoming you to Baywatch Retreat for a relaxing and enjoyable stay.