

Baywatch Retreat — Terms and Conditions

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Document Owner	Hotel 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

- Full payment is required to confirm your booking.
- Payments can be made via Visa, MasterCard, or other approved payment methods.
- A credit card surcharge may apply depending on the payment method used.
- For non-refundable rates, full payment is required at the time of booking.
- A valid credit card is required at check-in for incidentals.
- Guest credit cards may be pre-authorized after the free cancellation period ends.

3. Check-In and Check-Out

Detail	Information
Check-in time	2:00 PM – 3:30 PM
Check-out time	By 10:30 AM
Reception hours	9:00 AM – 4:00 PM
Early / late check-in or check-out	May be available upon request, subject to availability. Additional charges may apply.

4. Children and Extra Beds

- Children aged 12 years and older are welcome and will be charged at adult rates.
- Extra beds are available upon request, subject to availability. Additional charges apply.
- Specific room restrictions may apply depending on the room type and configuration.

5. Advance Booking Amendments and Pricing Adjustments

- Bookings made 60 days or more in advance may be subject to price adjustments.
- Baywatch Retreat reserves the right to amend the price of bookings for both peak and off-peak periods to reflect adjustments in seasonal rates, market conditions, or operational costs.
- In the event of a price change, guests will be notified as soon as possible and provided with the option to confirm, modify, or cancel their booking without penalty within a specified period.

6. Cancellation and Refund Policy

General Cancellation Policy

- Free cancellation is available until 14 days before the scheduled arrival date.
- Cancellations made within 14 days of the scheduled arrival date will incur charges for the full reservation period.
- Failure to arrive (no-show) will result in no refund being issued.

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 prior to the check-in date.
- The new booking is for the same or a higher price than the original reservation.
- The original reservation rooms must be available for the new dates.
- The same booking conditions and room type are maintained.

Exceptions

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

- Medical emergencies (with medical certificate or hospital documentation)
- Family bereavement (with relevant documentation)
- Flight cancellations or significant travel disruptions (with airline or travel provider confirmation)

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 via the booking platform used for the original reservation, or directly through the Baywatch Retreat reservations team.

The following information is required with every cancellation request:

- Guest name, room number, 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 (flexible, non-refundable, or any special terms outlined at the time of booking).
- Refunds are approved only if the cancellation meets the conditions specified in the policy, including cancellation within the allowed timeframe or a valid exception with supporting proof.

Processing and Communication

- Approved refunds will be processed within 7 to 14 business days, depending on the payment method used. Exclusions may apply to this timeframe.
- Guests will be notified of the outcome of their cancellation request and any refund details via 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)
- Late cancellations made outside the policy terms
- Bookings made at non-refundable rates

For any questions regarding cancellations or refunds, please contact us directly using the contact details at the end of this document.

8. No Smoking

- Baywatch Retreat is a smoke-free property.
- Smoking and vaping are strictly prohibited inside all buildings, guest rooms, and enclosed areas.
- Smoking inside the property will result in immediate eviction without refund, and a cleaning fee will be charged to the guest.

9. Antisocial Behaviour

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

Prohibited 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 strictly prohibited on the premises.

Excessive Noise

To ensure a peaceful environment for all guests, 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 instances of antisocial behaviour to management promptly.

Damage and Loss

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

Alcohol Policy

Baywatch Retreat strives to maintain a safe, enjoyable, and respectful environment for all guests. The following alcohol policy applies:

Consumption — Guests are welcome to consume alcohol responsibly within their private accommodation or designated areas of the property.

Behaviour — Antisocial or disruptive behaviour caused by alcohol consumption will not be tolerated and may result in eviction without a refund.

Age Restrictions — Alcohol consumption is permitted only for guests who are of legal drinking age (18 years and older) in accordance with Australian law.

BYO Policy — 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. Wheelchair Accessibility

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

Accessibility Features — Selected areas of the property are wheelchair accessible. For detailed information about accessible rooms or facilities, please contact us directly prior to booking.

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

Limitations — 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.

11. Other General Terms and Conditions

Parking

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

Pets

- Pets are not permitted at Baywatch Retreat.
- Certified service animals are welcome with prior approval. Please contact us in advance to make arrangements.

Environmental Commitment

- Baywatch Retreat is committed to sustainability.
- Guests are encouraged to conserve water and energy, recycle where facilities are provided, and adhere to eco-friendly practices during their stay.

Liability

- Baywatch Retreat is not liable for personal injury, loss, 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.

Booking Channel Precedence

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

12. Privacy Policy

At Baywatch Retreat, we are committed to protecting your privacy and ensuring that your personal information is handled with the utmost care.

Collection of Information

We collect personal information necessary for processing bookings and enhancing your stay. This may include your name, contact details, payment information, and preferences.

Use of Information

Your information is used solely for the following purposes:

- Confirming and managing your reservations
- Providing services during your stay
- Sending booking confirmations and relevant updates

Sharing of Information

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

Data Security

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

Cookies

Our website may use cookies to improve functionality and enhance your browsing experience. You can manage cookie settings through your browser preferences.

Your Rights

You have the right to access, correct, or delete your personal information at any time. Please contact us for assistance with these requests.

Policy Updates

This privacy policy may be updated periodically. Changes will be reflected on our website, and significant updates will be communicated to our guests.

For questions or concerns regarding our Privacy Policy, please contact Baywatch Retreat directly. We value your trust and are dedicated to ensuring your privacy.

13. Location Information

Detail	Information
Address	9 Heppingstone View, Augusta, WA 6290
Directions	Turn right after the BP petrol station in Augusta
Beach	12-minute walk, with 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

14. Contact Information

For inquiries, 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
Manager Email	manager@baywatchretreat.au
Bookings Email	bookings@baywatchretreat.au
Mobile	0477 738 839
Phone	(+61) 08 9203 9537
Website	www.baywatchretreat.au

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

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.