

BOOKING TERMS & CONDITIONS

AYERS ROCK RESORT

Effective for booking confirmed on or after 10/08/2016 for bookings travelling on or after 01/04/2017

1. FIT TERMS AND CONDITIONS

2. GROUPS TERMS AND CONDITIONS

3. VOYAGES TOURING EXCLUSIVE USE POLICY

1. FIT TERMS AND CONDITIONS

1.1 FIT BOOKING POLICY

i. Conditions

Arrival/departure details must be supplied no later than 7 days prior to arrival (or supplied at time of booking if inside 7 days of travel).

1.2 FIT PAYMENT POLICY

i. Agents without credit

Full prepayment is required no later than 30 days prior to arrival date (or within 24 hours if booked inside 30 days prior to arrival).

ii. Agents with credit

No deposit or prepayment is required.

1.3 FIT CANCELLATION POLICY

i. ACCOMMODATION, MEALS & VOYAGES TOURS (Sounds of Silence, Tali Wiru, Desert Awakenings, Outback Sky Journeys)

- a. If a cancellation notice is received by us more than 7 days prior to your scheduled check-in date, or booked tour date: Nil
- b. If the cancellation notice is received by us 7 days or less from your scheduled check-in date or booked tour date: a 100% cancellation fee.
- c. From time to time Voyages offers promotional deals and packages, and arranges special events in addition to the tours specified in these Terms and Conditions. Special events offered or arranged by Voyages will be subject to additional terms and conditions, which will be provided to you at the time you make your booking. To the extent of any inconsistency between any specific terms and conditions for such events, packages and promotional deals and these Terms and Conditions, the specific terms and conditions applicable will prevail to the extent of the inconsistency, but only in respect of the relevant event, promotional deal or package.

1.4 TOURS OPERATED BY THIRD PARTY OPERATORS

In addition to Voyages Terms & Conditions, third party operator Terms and Conditions may apply to a booking made by the Voyages Travel Centre and are available upon request.

1.5 CHILD AGES & ALLOWANCES

i. Child age specification

- a. 15 years and under for accommodation.
- b. 12 years and under for buffet breakfasts. Maximum of 2 children per full paying adult for buffet breakfast.

ii. Child allowances

- a. Children, 15 years and under, stay free when using existing bedding at Ayers Rock Resort (with the exception of Outback Pioneer Hotel, see section b). Extra person rate applies for additional rollaway beds. When only one adult is travelling with children, the sole use adult rate will apply to the booking.
- b. Children, Outback Pioneer Hotel at Ayers Rock Resort, stay free in existing bedding in Standard and Budget Rooms. Extra person charge applies for a rollaway bed in Standard Rooms. Rollaway beds are not applicable for Budget Rooms or Dormitory accommodation. The following restrictions apply to Dormitory accommodation:
 - (a) twenty bed dormitories and four bed dormitories only permitted to be occupied by persons aged at least 18 years old and over; and
 - (b) four bed dormitories are permitted to be occupied by persons aged under 18 years only if accompanied by an adult (person aged 18 years old and over) providing all 4 beds in the four bed dormitory are reserved and occupied by the persons under one booking.
- c. Meal - Children 12 years and under, at Ayers Rock Resort, eat buffet breakfast free at buffet breakfast restaurants. Maximum of 2 children per full paying adult. Specially priced children's menus are available at selected restaurants.
- d. Desert Awakening - Children, 4 years and under, are not catered for at Desert Awakenings. Child rate applies for ages 5 – 15 years.
- e. Sounds of Silence - Children, 9 years and under, are not catered for at Sounds of Silence. Child rate applies for ages 10 to 15 years.
- f. Tali Wiru -Children, 15 years and under, are not catered for at Tali Wiru.
- g. Other Tours - For tours not listed above, child rates apply to children 15 years and under.

2. GROUP BOOKING POLICY

2.1 GROUP BOOKINGS

Bookings of 10 rooms or more, and bookings accompanied by a tour leader. All Group Booking requests must be advised in writing to the Voyages Travel Centre.

2.2 GROUP BOOKINGS COMPLIMENTARY (FOC) POLICY

- a. 1 FOC room and group pre-booked meals (excluding Voyages Touring) is provided for a bona-fide tour escort/group leader per every 10 paying rooms to a maximum of 2 FOC rooms for two bona-fide tour escort/group leaders (i.e. the 11th & 22nd rooms are FOC).
- b. FOC accommodation is ROH & subject to change at Voyages' discretion.

2.3 CONFERENCE & INCENTIVE GROUPS

- a. When a group requires meeting room facilities or special event or dining requirements, it may be considered a Conference and Incentive Group and a separate Voyages Business Events contract terms and conditions will apply.
- b. All Conference and Incentive Group requests should be made to the Voyages Conference & Incentive Sales Department.

2.4 SPECIAL CONDITIONS FOR BOOKING THE RESORT FOR EXCLUSIVE USE

- a. When a booking request is for more than 85% of an individual hotel's total room inventory, the hotel must be booked in its entirety (i.e. on an exclusive use basis).
- b. When a hotel is booked on an exclusive use basis, separate Terms and Conditions apply, which are available at time of request.

2.5 SPECIAL CONDITIONS FOR BOOKINGS FOR EXCLUSIVE USE OF VOYAGES TOURING

When Voyages tour is booked on an exclusive use basis, separate Terms and Conditions apply, please refer to section 0.

2.6 GROUP STATUS

i. Rooming list requirements

Final rooming list, meal and tour requirements are due 21 days prior to arrival.

2.7 GROUP PORTERAGE POLICIES

i. Charges applicable per person

AU\$7 per adult, round trip for groups.

2.8 GROUP PAYMENT POLICY ACCOMMODATION, MEALS & VOYAGES TOURS (Sounds of Silence, Tali Wiru, Desert Awakenings, Outback Sky Journeys)

i. Accommodation and Voyages Touring

a. Agents without credit

A Security Deposit of 20% of the contracted rate per room per night and 20% of the total value of Tali Wiru is due within 14 days of receipt of confirmation. A Confirmed Booking may be cancelled by Voyages if the deposit is not received within 14 days. The balance of all confirmed accommodation, pre-booked meals, transfers and day tours is due 31 days prior to group arrival. Bookings within 31 days of arrival require full payment immediately.

b. Agents with credit

No deposit is required for Group Bookings, however cancellation fees apply as per section 2.9

ii. Method of payment options

Payment may be made via direct deposit or credit card.

2.9 GROUP CANCELLATION POLICY

i. Group cancellation notifications

Cancellations must be received in writing to the Voyages Travel Centre.

ii. Group booking cancellation

DAYS PRIOR TO GROUP ARRIVAL	% OF CONFIRMED BOOKING CANCELLED	CANCELLATION FEES
30 – 8 days	0 – 100% of remaining room block	100% of the confirmed rate for all cancelled accommodation.
7 – 0 days	0 – 100% of remaining room block	100% of the confirmed rate for all cancelled accommodation, pre-booked meals, transfer and day tours

Cancellation fees are calculated by reference to the Confirmed Booking at the time of cancellation.

3. VOYAGES TOURING EXCLUSIVE USE (Sounds of Silence, Tali Wiru, Desert Awakenings, Outback Sky Journeys)

3.1 Voyages Touring Exclusive Use Tours

- a. Desert Awakening – Exclusive use is based on a minimum of 16 guests at a rate of \$185 per person.
- b. Sounds of Silence – For an exclusive Sound of Silence the rate of \$195 per person applies. For groups fewer than 45 guests, a site fee of \$2500 also applies. Extended hire cost is \$400 per hour, excluding beverages package extension costs. Maximum extension is 2 hours.
- c. Outback Sky Journey - For an exclusive use of 20 or less guests a site fee of \$835.00 applies. Additional guests up to a maximum of 30 guests are at rate of \$46.00 per person.
- d. Tali Wiru – For exclusive use a site fee of \$5525.00 applies. Exclusive use must be booked for groups between 13 guests to 20 guests.

3.2 Exclusive use of Voyages Touring (excluding Tali Wiru)

DAYS PRIOR TO TOUR ARRIVAL	CANCELLATION FEES
31 days or more	Nil fee
30 – 14 days	25% of total tour package
13 – 8 days	50% of Total tour package
7 days or less	100% of Total tour package

Cancellation fees are calculated by reference to the Confirmed Booking at the time of cancellation.

3.3 Tali Wiru cancellation fees

DAYS PRIOR TO TOUR ARRIVAL	CANCELLATION FEES
92 days or more	Nil fee
91 – 31 days	20% of total tour package
30 days or less	100% of total tour package

Cancellation fees are calculated by reference to the Confirmed Booking at the time of cancellation.