



ACCOMMODATION BOOKING FORM

THE PORSCHE GROUP
NELSON BAY DRIVE & CHRISTMAS IN JULY DINNER
13th JULY 2013
Ref: 7070040

Shoal Bay Resort & Spa look forward to welcoming you to the Porsche Group in July 2013.

Shoal Bay Resort & Spa have placed a reserve on accommodation rooms on your behalf. For your convenience, please review the room type options & rates below prior to making your selection. For further information relating to particular room facilities & inclusions please visit our website at www.shoalbayresort.com. Please note rooms are subject to availability at time of booking. In the instance your room option is unavailable, you will be contacted by Reservations for alternate room selection.

Kindly complete the Guest Details, Accommodation Confirmation, extras and Payment Options below and return pages 3 & 4) to our reservations staff via email to reservations@shoalbayresort.com or by fax on 02 4984 1315 to complete your accommodation reservation.

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GUEST DETAILS

Guest Name: _____

Arrival Date: _____ Departure Date: _____

Number of Nights: _____

No. Guests: _____

No. Children (3-12yrs): _____ No. Infants (0-2yrs): _____

Contact Phone No.: _____ Mobile: _____

Email Address: _____ Fax: _____

Address: _____

State: _____ Postcode: _____

APARTMENTS	MAX. CAPACITY	WEEKEND (Fri-Sat)	MIDWEEK (Sun-Thu)	TICK REQUIRED
Poolview Studio Rooms	Sleeps 3	\$160	\$120	<input type="checkbox"/>
1-Bdrm Executive	Sleeps 2	\$180	\$140	<input type="checkbox"/>
1-Bdrm Waterview	Sleeps 2	\$200	\$160	<input type="checkbox"/>
1-Bdrm Beachfront	Sleeps 2	\$250	\$200	<input type="checkbox"/>
2-Bdrm (2 bathrooms) Executive	Sleeps 4	\$240	\$200	<input type="checkbox"/>
2-Bdrm (2 bathrooms) Waterview	Sleeps 4	\$260	\$220	<input type="checkbox"/>
2-Bdrm (2 bathrooms) Bayview	Sleeps 4	\$280	\$240	<input type="checkbox"/>
3-Bdrm (2 bathrooms) Bayview	Sleeps 6	\$450	\$390	<input type="checkbox"/>

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EXTRAS:

BREAKFAST

Adult \$20.00 per person per day please indicate number required
Child (3-12yrs) \$10.00 per child per day please indicate number required

Special Dietary Requirements: please advise if any special dietary requirements

XMAS in JULY BUFFET DINNER

Adult \$55.00 per person please indicate number required
Child (3-12yrs) \$27.500 per child please indicate number required

Special Dietary Requirements: please advise if any special dietary requirements

COT

Cots available at a cost of \$15 per cot per night
 please indicate if required

PORTAGE

Portage service is available at a cost of \$10.00 per room per arrival & departure
 please indicate if required

WIFI INTERNET

Wi-Fi internet connectivity can be made available in your room at an additional cost of \$24.95 for the duration of your stay
 please indicate if required

TRANSFERS:

Please book a transfer from Newcastle Airport to SBRS and return (at a cost of \$45 per person each way) on the following dates:

Arrival Flight Date & Time: _____ Arrival Flight
Number: _____

Departure Flight Date & Time: _____ Departure Flight
Number: _____

Number of people for the transfer: _____

SHOAL BAY
RESORT & SPA
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PAYMENT OPTIONS

I hereby authorise Shoal Bay Resort & Spa to charge the full amount due to the following credit card:

MASTERCARD (1% surcharge) VISA (1% surcharge) DINERS (3.6% surcharge) AMEX (3.6% surcharge)

CREDIT CARD NO: _____ EXP DATE: _____

CARDHOLDER SIGNATURE: _____ CCV: _____

INCIDENTAL CHARGES

Do you authorise the above credit card to cover any incidental charges. If not, credit card details or a \$100 cash deposit per room will be required upon check-in.

please tick

PAYMENT:

Payment in full for accommodation and /or breakfast is required for all bookings. Payment can be made by company/personal credit card (see below). A confirmation letter will be sent to you to confirm details.

ACCOMMODATION CANCELLATIONS:

Please refer to the Terms & Conditions attached regarding our cancellation policy.

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SHOAL BAY RESORT & SPA - CONDITIONS OF BOOKING AND OCCUPANCY

Please read these conditions carefully

Each registered person ("Guest") acknowledges and agrees that these conditions apply and extend to any person or persons staying or visiting Shoal Bay Resort & Spa apartments or resort facilities ("Resort"). These conditions also extend to use of resort facilities at the invitation of or with the authority of the registered guest.

- 1 DEPOSIT** – Full payment is required upon reservation
- 2 FINAL PAYMENT** - Full payment is required upon reservation
- 3 CREDIT CARD FEES**
 - 3.1 Credit card fees will be incurred for all credit card transactions made with the Resort and associated businesses.
 - 3.2 Credit card fees for American Express & Diners Card will incur a 3.6% surcharge of total transaction amount. Mastercard & Visa will incur a 1% surcharge of total transaction amount.
- 4 CANCELLATIONS**
 - 4.1 Non Peak Season Bookings:**
 - 4.1.1 0-72 hours prior to check-in date – 100% of total booking amount will be forfeited for any cancellation.
 - 4.1.2 4-14 days prior to check-in date – 50% of total booking amount will be forfeited for any cancellation.
 - 4.1.3 15-30 days prior to check-in date – 25% of total booking amount will be forfeited for any cancellation.
 - 4.1.4 More than 30 days prior to check-in date – no fee applies. Deposits are refundable.
 - 4.2 Peak Season Bookings:**
 - 4.2.1 0-30 days prior to check-in date – 100% of total booking amount will be forfeited for any cancellation.
 - 4.2.2 More than 30 days prior to check-in date – 25% of total booking amount will be forfeited for any cancellation.
 - 4.3 Should any of the dates of your stay fall within specified Peak Season dates in clause 5.1 then your whole booking will be classed as a Peak Season Booking.**
- 5 NON PEAK & PEAK SEASON BOOKINGS**
 - 5.1 Peak Season dates are listed below;
 - 21 December 2012 – 27 January 2013.
 - 29 March 2013 – 31 March 2013.
 - 04 October 2013 – 06 October 2013.
 - 20 December 2013 – 27 January 2014.
 - 18 April 2014 – 20 April 2014.
 - 03 October 2014 – 05 October 2014.
 - 19 December 2014 – 25 January 2015.
 - 5.2 If your dates of stay do not include any dates outlined in clause 5.1 than your booking will be classed as a Non Peak Season Booking.
- 6 AMENDMENTS**
 - 6.1 Amendments are subject to availability and applicable pricing at the time the amendment is requested.
 - 6.2 Amendments for Non Peak Season Bookings may be requested up to 72 hours prior to check-in date. A \$50 amendment fee applies.
 - 6.3 Amendments for Peak Season Bookings may be requested up to 30 days prior to check-in date. A \$50 amendment fee applies.
 - 6.4 If amendments are requested outside designated time-frames you will be charged a 100% cancellation fee for any days lost within your existing booking plus you must pay for additional cost of your new booking dates. Any reduction in the amount which is payable by you in such a case will be at the Resort's discretion.

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7 REFUNDS

- 7.1 Refunds are not available for early departures.
- 7.2 Refunds for cancellations are only available if you are entitled to a refund as in accordance with the Cancellation Policy outlined in clause 4.

8 NO SHOWS & TERMINATIONS

- 8.1 In the event of a non arrival you will be charged a cancellation fee equivalent to 100% of your booking amount.
- 8.2 If the tenancy ends or is terminated, the guest must immediately vacate the apartment. The Manager is authorised to act in a reasonable manner to enforce the eviction of any Guest and removal of guest's property. No refunds will be issued.

9 PRE-AUTHORISATIONS & SECURITY DEPOSITS

- 9.1 Credit Card details of a \$100.00 cash deposit is required upon check-in
- 9.2 This authorisation may be used to cover incidental items including but not limited to telephone charges, security bond or deposit for any breakages or damage incurred during your stay or cleaning charges in excess of the normal level of cleaning.
- 9.3 Should you wish to charge items to your room during your stay an additional pre-authorisation or deposit amount may be requested.
- 9.4 The pre-authorized amount is set aside by the card issuer for a period of up to 14 days from the dates of pre-authorisation. For more information on this practice please contact your card issuer.

10 CHECK-IN

- 10.1 **Check-in is after 2pm.**
- 10.2 All guests are to register at reception before entering the Resort.
- 10.3 Should you wish to guarantee your check-in prior to 2pm you must book an additional nights stay and pay the applicable rate for that additional night.
- 10.3 The Resort offers complimentary use of Resort facilities for all guests arriving prior to 2pm. Please note; car-parking is not guaranteed until 2pm on your date of check-in.
- 10.4 You may be asked to provide photo identification upon check-in. If you are unable to provide such identification your booking may be cancelled and all moneys paid forfeited to the Resort and subject to the Cancellation clause.

11 CHECK-OUT

- 11.1 **Check-out is before 10am.**
- 11.2 Late check-outs are subject to availability and fees apply.
- 11.3 Late check-outs can only be confirmed on the day of departure by the Manager on Duty.
- 11.4 Should you fail to check-out before 10am on your day of departure you will be charged, without notice \$25 per every half hour, or every half hour part thereof, past 10am.

12 ARRIVAL / DEPARTURE DATE

- 12.1 Reservations at the Resort start and finish on the dates shown on the registration card.

13 PARKING

- 13.1 Complimentary guest car parking is only available in designated areas from 2pm on your day of check-in until 12noon on your day of check-out.
- 13.2 One complimentary car park space is available per every Studio, 1 or 2 bedroom Apartment booked.
- 13.3 Two complimentary car park spaces are available per every 3 bedroom Apartment booked.
- 13.4 Should you have booked an apartment in the Breakwater Tower then two complimentary allocated car park spaces are available.
- 13.5 Additional car parking spaces are subject to availability and cost \$10 per day.

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14 NUMBER OF GUESTS

- 14.1 Only the number of guests shown on the confirmation letter may stay in the apartment at any one time.
- 14.2 It is the responsibility of the reservation holder and/or the registered guest to advise of any additional guests - additional fees may apply.
- 14.3 Any additional unregistered guest found to be staying in your apartment will be charged at \$50 per person at management's discretion, under circumstances contrary to occupancy limitations additional accommodation may be necessary to be arranged whereby applicable charges will apply. In circumstances where no other accommodation is available then the additional guests will be required to depart the resort.

15 ROOM ALLOCATION & REQUESTS

- 15.1 All efforts are made to meet guest's room requests, however the Resort does not guarantee room numbers, aspects or levels.
- 15.2 In the unlikely event that the Resort cannot provide accommodation in the room type or property for which you have booked, the Resort will at no additional expense to you relocate you into an alternative room type or alternative property which in the reasonable opinion of the Resort is of comparable quality and in a comparable location.
- 15.3 If you and the Resort cannot agree on an alternative property under this clause and you do not wish to be issued a booking credit then you may request that the Resort cancel your booking and provide you with a refund for the full amount of that booking less any amounts which you owe to the Resort.

16 ROOM & APARTMENT SERVICING

- 16.1 A full service of your room or apartment will be conducted after the 3rd night of your stay including full change of all bedroom and bathroom linen.
- 16.2 Every other day your room or apartment will be refreshed with the rubbish removed and the beds made. Any bath linen placed on the floor of your room will also be replaced. Beds will not be made if personal items are left on them.
- 16.3 Requests for additional linen changes can be made throughout your stay at a cost of \$25 per room per change. ie. cost for a Studio or a 1Bd Apartment is \$25. A 2Bd Apartment is \$50. A 3Bd Apartment is \$75. Additional linen changes for extra bedding such as rollaway beds or sofa beds will also incur an additional \$25 fee per change.
- 16.4 An additional full service clean of your room or apartment can be arranged upon request. Additional charges apply of \$50 per Studio or 1Bd Apartment, \$100 per 2Bd Apartment and \$150 per 3Bd Apartment.

17 AQUA SPA

- 17.1 The Aqua Spa Wellbeing Sanctuary is available for guests strictly 18 years and over and 16 years and over if accompanied by an adult.
- 17.2 Advance bookings are essential for treatments at the Aqua Spa. Bookings are subject to availability at time of enquiry. We recommend you book at least 3 weeks prior to arrival to avoid disappointment.
- 17.3 The Resort will not be held accountable in the event you arrive without a pre-arranged appointment and there be no appointment times available.

18 KIDS CLUB

- 18.1 Kids Club operates throughout NSW School Holiday Periods only.
- 18.2 Additional charges apply unless included in your accommodation package.
- 18.2 Kids Club is strictly for children 3-12 years who are fully toilet trained.
- 18.3 Bookings must be made 24 hours in advance. Should minimum booking numbers not be reached 24 hours prior to session, or if adequate care cannot be provided, the Resort reserves the right to cancel the session without notice.

19 ANIMALS

- 19.1 No animals or pets are to be brought onto the Resort grounds.
- 19.2 Certified Companion Dogs are an exception and allowed in accordance with applicable legislations. Permission must be obtained prior to arrival with Resort Management.

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20 DAMAGES

- 20.1 All rooms and apartments are non smoking. Should you be found smoking in your room or apartment you will be charged an additional fee equivalent to the applicable room cleaning charge.
- 20.2 Guests will be responsible for any replacement and associated costs for any damage or loss to either the apartment and/or its contents or Resort property.
- 20.3 Guests may be charged \$750 if the fire alarm is activated due to a guest's negligent action.
- 20.3 The Guest authorises Resort management to charge the Guest credit card for any loss, damage or monetary contribution for which any Guest is liable under this document or otherwise.

21 LEGAL REQUIREMENTS

- 21.1 The apartment must not be used for any unlawful purpose. The by-laws, rules and regulations of the Resort and any reasonable direction of Resort management or their designate must be complied with.
- 21.2 Guests may be asked to leave the apartment and Resort grounds if after a reasonable warning, guests fail to comply with the direction of Resort management. Refunds will not be available in accordance with the Resort's statutory obligations under the Liquor Act and other applicable legislation the Resort's management and agents possess specific powers and have the right of enforcement.

22 LIABILITY

- 22.1 Neither the Resort, management or the apartment owner is liable for any damage or loss of property which guests may sustain while on the Resort grounds.

23 INSPECTIONS

- 23.1 Resort management may inspect the apartment at any time with reasonable notice and at any time without notice if the Resort is of the opinion that there has been a breach of these conditions.

24 MISREPRESENTATION

- 24.1 The Resort management and the apartment owner are not responsible for any misrepresentation of apartment descriptions or facility descriptions.
- 24.2 Resort maps and or images are for general information and may not necessarily reflect actual routings, locations or services provided.
- 24.3 Photos are indicative only.

25 THIRD PARTY PRODUCTS & SERVICES

- 25.1 The Resort sometimes includes third party products or services in special packages or as an additional product or service available to purchase. The Resort is not liable under any circumstance for any failure by third party providers to provide products or services, nor for any error, alteration or change of any kind made by those third party providers.
- 25.2 All third party coupons, vouchers, receipts and tickets are issued subject to the terms and conditions specified by those third parties.

26 GIFT CERTIFICATES & ALL OTHER VOUCHERS

- 26.1. Should your booking be guaranteed by a gift certificate, your gift certificate will act as the deposit and or final payment for your booking and abide by standard booking conditions, cancellation and amendment policies as outlined in clause 1, 2, 4 & 5.
- 26.2 Gift Certificates are single use only and refunds are not available.
- 26.3 Should you hold a voucher which entitles you to a particular rate or package then you must present the voucher upon check-in or the full rate will be applied to your booking.