



Mary MacKillop  
Spirituality Ministry

# Booking & Cancellation Policy

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## General Terms

- Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions.
- References to “us”, “we” and/or “our” in these booking terms and conditions shall mean Mary MacKillop Spirituality Ministry (MMSM)
- These terms and conditions apply to bookings you make with us over the phone, via chat, via email, in person or online.
- All bookings made through participating websites or with MMSM directly are made subject to these terms and conditions, and the person making the booking will be deemed to have accepted these terms and conditions on behalf of all people who will be staying at MMSM once the booking is confirmed.
- If booking via online travel booking sites, their terms and conditions will also apply.
- Prices, fees, deposit amounts, or charges which are specified or referred to in these terms and conditions are in the same currency as the booking to which they relate.
- Any confirmed price is subject to change if:
  - i. There is a change in or imposition of a government charge, tax or levy which entitles or necessitates MMSM changing the price of your booking.
  - ii. Any details relating to your booking are amended, for example, your dates of stay, your room type or the number of people staying under your booking.
  - iii. Any dispute should be referred to MMSM in writing within 14 days.
- We will rely on the authority of the person making the booking to act on behalf of any other customer of the booking, and that person will bind all such customers to these terms and conditions.
- The terms and conditions are governed by and will be construed in accordance with the laws of the applicable State within Australia. that the accommodation belongs.
- If part or all of any clause of these terms and conditions is illegal, invalid, or unenforceable then it will be read down to the extent necessary to ensure that it is not illegal, invalid, or unenforceable, but if that is not possible, it will be severed from these terms and conditions and the remaining provisions of these Terms and conditions will continue to have full force and effect.
- Guests must abide by any noise conditions, with no excessive noise permitted on the property. Guests must comply with standards and orders issued by police or any regulatory authority to minimise impacts upon the residential amenity of neighbours and the local community. Disturbing the peace carries considerable fines. Gatherings, celebrations or entertainment at the property must not conflict with residential amenity and must comply with local laws and house rules.
- All damages are to be paid by the booking client.
- No unauthorised adult entertainment at any time on the property.
- No smoking indoors. Smoking in designated areas only.
- No cigarette litter on property grounds.
- No open flames, candles, coal-fired BBQ or spits.
- Garbage must be placed inside the allocated rubbish bins, with boxes flattened.
- Recycling must be in accordance with standard practice, in the correct bins to avoid contamination.
- All visitors/guests must comply with parking and information as supplied on booking.
- Day Fee – Day visitors must be advised to the office (a day fee may apply).



## Mary MacKillop Spirituality Ministry

- No guest or visitor is to disturb the natural environment.
- Management is empowered to act as necessary for improper behaviour.
- Guests are granted a limited permission to occupy the property for intended purposes only.
- This is not a residential tenancy agreement under the residential tenancy legislation.
- Failure to comply with the obligations in the Terms and Conditions may result in termination of your booking.
- It is the client's responsibility to provide a contactable phone number prior to and for the duration of their stay.
- Late check out or early check in by request (fee may apply).
- Pets are generally not permitted. Requests must be made in advance and receive management approval.

## Private Booking Policy

### Check-In

#### **The standard check-in time is 2.00 pm.**

- Early check-in is subject to availability and may incur an additional cost. If check-in is required outside of our opening hours, please contact us via contact details on our website to make arrangements.

### Check-Out

#### **The standard check-out time is 10:00 am.**

- If you wish to check out later than the standard check-out time, you must obtain approval from Reception.
- MMSM may approve a request for late check-out at their absolute discretion, and this is subject to room availability.

**If you check out after 2:00 pm without approval, a charge equivalent to the full daily rate will apply to your booking.**

### How to Book/Quotes and Reservations

- Accommodation bookings may be made online or with MMSM Centre directly. Bookings are subject to the availability and applicable pricing of MMSM at the time of the booking. Some conditions and/or exclusions may apply.

### Photo ID

- When you check in, you may be asked to provide photographic identification. If you are unable to provide such identification, your booking may be cancelled, and you may be liable to pay MMSM an amount equal to the full booking value plus any other costs incurred by MMSM in connection with the booking.
- Accordingly, any pre-payment you have made in relation to the booking will be forfeited to MMSM under this term.



### **Car Parking**

- Some sites have available parking and are subject to approval available on a first-in basis.
- Unauthorised parking may result in your vehicle being removed at your own cost.

### **Payment and Deposits**

- Payments may be made by Visa, Mastercard and Direct Deposits.
- Full payment for accommodation is required at the time of check-in
- If any deposit or final payment is not received by the due date, MMSM reserves the right to cancel the booking, and any monies paid by you in relation to your booking will be forfeited to MMSM
- For bookings made with online travel agents, full payment is processed within 24hours prior to accommodation check-in
- For Standard Bookings, you must provide credit card pre-authorisation at the time of booking.
- The pre-authorised amount is set aside by the card issuer for a period of up to 14 days from the date of pre-authorisation, and it will affect your available funds balance or spending limit. For more information on this practice, please contact your card issuer. The credit card authorisation may be used to cover incidental items, including but not limited to cancellation fees, parking, security bond or deposit, any damage incurred during your stay, or cleaning charges beyond the normal level of cleaning. It may be used after your departure.
- In the absence of a credit card, you will be required to provide a cash security deposit.
- Once the final payment for your booking has been made, confirmation will be sent to you via email.

### **Refunds**

Any amount paid by you to (MMSM) for your booking (including deposits) shall be dealt with as stated in these terms and conditions.

### **Amendments to Bookings**

Subject to your refund and remedy rights under the Australian Consumer Law, the following change and cancellation policies apply to our standard rate packages and bookings (including online bookings and bookings made over the phone, via chat, by email or in person):

- All amendments are subject to the availability and applicable pricing of MMSM at the time the amendment is requested.
- If amendments requested to your booking is greater than the rate which applied to the original booking, you must pay the difference.
- Amendments for online travel agents' bookings are required to be requested through the online travel agent's website.

### **Cancellation of Private Bookings**

Cancellation of a Standard Bookings made directly through MMSM will incur the following charges will apply in relation to each booking:

### **Cancellations and Refunds after booking confirmation:**

<b>Cancellation notice</b>	<b>Fee</b>
Less than 24 hours	100% cancellation fee applies - booking is invoiced, full amount payable
Up to 24 hours prior	50% cancellation fee applies - booking is invoiced, full amount payable
Up to 72 hours prior	No cancellation fee

- **Up to 72 hours prior** to your scheduled check-in time: No cancellation fee will be applied; all deposits will be refunded in full.
- **Up to 24 hours prior** to your scheduled check-in time: a cancellation fee will apply, and you will be required to pay MMSM 50% of your booking, less than any amount which has already been paid.
- **Less than 24 hours** after your scheduled check-in time: a 100% cancellation fee will apply, and you will be required to pay MMSM the full amount of your booking, less any amount which has already been paid.
- If you **fail to make this payment**, you consent to having the cancellation fee charged to the pre-authorized credit card amount.

### **No-Shows or Terminations**

If you do not show up for your booking or terminate your booking early after you have checked in, you will be charged a 100% cancellation fee and will be required to pay MMSM the full amount of your entire booking, less any amount already paid.

### **Room Allocation**

In the unlikely event that MMSM cannot provide accommodation for which you have booked, MMSM will, at no additional expense, relocate you to an alternative property of comparable quality and in a comparable location.

A full refund will be provided if a suitable alternative property cannot be agreed upon.

## **DAY & RESIDENTIAL GROUP BOOKINGS**

### **Payment and Deposits**

Booking Confirmation: A 30% deposit is required within 14 days, along with a signed agreement/quotation to confirm booking. Full payment will be invoiced at completion of the event.

### **Amendments to Bookings**

Subject to your refund and remedy rights under the Australian Consumer Law, the following change and cancellation policies apply to our standard-rate packages and bookings (including online bookings and bookings made over the phone, via chat, by email, or in person).

Please refer to your confirmation received at the time of booking, as special packages and rates may be marked **as non-refundable**, in which case the below does not apply. Please note that credit card fees are non-refundable.

A rescheduling may be considered under exceptional circumstances and may incur a rescheduling fee due to lost bookings and limited rebooking lead times.

- All amendments are subject to the availability and applicable pricing of MMSM at the time the amendment is requested.
- Amendments are only allowed up to 8 weeks prior to your scheduled check-in time.
- If amendments are requested less than 8 weeks prior to your scheduled check-in time, you will forfeit the 30% deposit.

### Summary of amendment fees

Amendment notice	Fee
Less than 8 weeks	100% forfeiture of deposit
Up to 8 weeks prior	No fee

### Cancellations and Refunds after booking confirmation

Cancellation notice	Fee
Less than 8 weeks	30 % Deposit forfeiture
Less than 2 weeks	100% booking is invoiced, full amount payable

Please note that:

- If your booking is cancelled within 8 weeks of the date of booking, your deposit will be retained.
- Confirmation of final numbers is required 2 weeks from the booking date.
- A pro-forma invoice will be raised at this stage for payment of the balance owing for the confirmed booking.
- If your booking is cancelled within 2 weeks of the date of booking, 100% of the booking value will be payable.

### Overnight Groups (Non-Exclusive)

The following policy applies to group bookings that are not exclusively booking the entire venue.

### Payment and Deposits

#### Initial Booking Confirmation

- A 30% deposit is required within 14 days, along with a signed agreement/quotation to confirm bookings. (If initial confirmation is made within 12 weeks of booking, a 50% deposit is required.)

\*MMSM will issue a receipt and statement for the booking

### **Additional Booking Confirmation. (12 weeks prior)**

- A second 20% installment is required 12 weeks from the date of booking.
- An instalment proforma invoice for 20% of the booking quote will be raised for payment.

\*MMSM will issue a receipt and statement for the booking.

### **Final Booking Confirmation (4 weeks prior)**

- Confirmation of final numbers is required 2 weeks from the booking date.
- At check-in, final payment is required, and a tax receipt will be provided.

### **Amendments**

Subject to your refund and remedy rights under the Australian Consumer Law, the following change and cancellation policies apply to our standard-rate packages and bookings (including online bookings and bookings made over the phone, via chat, by email, or in person).

Please refer to your confirmation received at the time of booking, as special packages and rates may be marked **as non-refundable**, in which case the below does not apply. Please note that credit card fees are non-refundable.

- Rescheduling may be considered under exceptional circumstances and may incur a rescheduling fee due to lost bookings and limited lead times to rebook.
- All refund or rescheduling negotiations must be made in writing.
- If amendments are requested less than 12 weeks prior to your booking date, you will be charged a 100% cancellation fee in addition to the cost of your amended booking. (Any reduction in the amount which is payable by you in such case will be at MMSM 's absolute discretion).

### **Summary of amendment fees**

<b>Amendment notice</b>	<b>Fee</b>
Up to 12 weeks' notice	100% forfeiture of deposit
Greater than 12 weeks' notice	No fee

### **Cancellations and Refunds after booking confirmation**

<b>Cancellation notice</b>	<b>Fee</b>
Less than 12 weeks	100 % deposit forfeiture
Less than 4 weeks	100% booking is invoiced, and the full amount is payable

Please note that:

- If your booking is cancelled after confirmation and up to 12 weeks from the date of booking, your 50% deposit will be retained.
- If your booking is cancelled less than 12 weeks after the date of booking: your deposit and instalment payment (50% of the booking value) will be owed/retained.

## Overnight Groups (Exclusive Venue Hire)

The following policy applies to group bookings that exclusively book the entire venue.

### Payment and Deposits

#### Initial Booking Confirmation

- A 50 % deposit is required within 14 days, along with a signed agreement/quotation to confirm bookings.

\*MMSM will issue a receipt and statement for the booking.

#### Instalment Payment (12 weeks prior)

- Instalment payment of 30% will be due.

#### Final Booking Confirmation. (upon arrival)

- Confirmation of final numbers required 4 weeks from the booking date.
- Final 20% is due on arrival.

\*MMSM will issue a receipt and statement for the booking upon receipt of the deposit and will issue a final invoice at check-in.

### Amendments

Subject to your refund and remedy rights under the Australian Consumer Law, the following change and cancellation policies apply to our standard-rate packages and bookings (including online bookings and bookings made over the phone, via chat, by email, or in person).

Please refer to your confirmation received at the time of booking, as special packages and rates may be marked **as non-refundable**, in which case the below does not apply. Please note that credit card fees are non-refundable.

Rescheduling may be considered under exceptional circumstances and may incur a rescheduling fee due to lost bookings and limited lead times to rebook:

- All refunds or rescheduling negotiations must be made in writing.
- If amendments are requested less than 12 weeks prior to your booking date, you will be charged a 100% cancellation fee in addition to the cost of your amended booking. (Any reduction in the amount which is payable by you in such case will be at MMSM 's absolute discretion).

### Summary of amendment fees

<b>Amendment notice</b>	<b>Fee</b>
Up to 12 weeks' notice	100% forfeiture of deposit
Greater than 12 weeks' notice	No fee

### Cancellations and Refunds after booking confirmation for exclusive venue hire

<b>Cancellation notice</b>	<b>Fee</b>
Exclusive venue hire	All payments are non-refundable

## REFLECTION DAYS, RETREATS, SABBATICALS AND WORKSHOPS

MMSM Facilitate special events such as Reflection Day, Retreat, Sabbatical or Workshops that are facilitated by guest speakers and may be day or overnight events.

### Guidelines for registered participants' cancellations

From time to time, there will be a need to decide whether a program will run. In the unfortunate situation where a Reflection Day, Retreat, Sabbatical or Workshop is cancelled by the MMSM, a full refund for the amount paid for the program will be provided to registrants of that program.

A participant who has registered and paid in advance for a program needs to cancel their registration; a full refund will be given of any monies paid in advance, provided that the participating centre (where the program is being held) is notified one week or more from the start date of the program.

Cancellations made within one week of the program start will incur a 50% cancellation fee.

### Cancellations and Refunds after booking confirmation

<b>Cancellation by</b>	<b>Fee</b>
MMSM	Full refund all monies
Participant less than 1 week	50% cancellation fee (except when exceptional circumstances such as sickness or bereavement occur, any reduction in the amount which is payable by you in such case will be at MMSM 's absolute discretion)