

# Moama on Murray Resort

## Terms and Conditions Houseboats Accommodation

### Confirmation and Payments (Security Bond)

- At time of making a reservation a valid credit card is required to confirm your reservation.
- An initial part payment of 50% is required within 5 days to guarantee your reservation. No reservations will be held without 50% part payment after 5 days.
- Further payments can be made via Direct Debit / Cheque / Credit Card quoting your reservations number.
- Full payment for the reservation is required 8 weeks prior to the arrival.
- Should the booking date fall within 8 weeks of the arrival date full payment is required.
- Surcharge of 1.6% on Visa / Master Card.
- Surcharge of 3.0% on American Express.
- A security bond of \$1,000 in cash or credit card is payable on arrival. (To be discussed at final payment) The bond will be returned, less fuel, within 48 hours of the end of the reservation. The boat is to be returned on time and in clean condition. Any damage or excessive cleaning will be charged at cost. We have installed an economical solar powered electrical system to reduce costs considerably.

### Conditions of Hire

- The hirer must read and sign a hire agreement prior to departure.
- The hirer must have a valid driver's licence.
- No driving under the influence of alcohol.
- Number of guests allowed on the boat must not exceed the licenced number by NSW Maritime regulations. Daylight hours 12 guests. Night time 10 guests.

### **Conditions of Hire**

- Hire commences from 3pm on the first day of hire and the boat must be returned by 10am on departure day.
- Moama on Murray Resort boats must remain between the Barmah Bridge and Torrumbarry Lock and driven in daylight hours only.
- In the unlikely event that the river becomes too risky for the operation of the boat, Moama on Murray Resort reserves the right to cancel the reservation. The hirer will be contacted to discuss options.
- Smoking is not permitted inside the boat.
- Should Moama on Murray believe smoking has occurred; a cleaning charge of \$200 will be taken from the bond.
- No Pets. No Firearms are permitted on the boats.
- The boat, motor, and accessories will be in working order upon your arrival. Moama on Murray Resort will not be obligated to compensate for loss of time due to mechanical problems during the hire period.
- It is the responsibility of the hirer to insure the boat is returned in clean condition to avoid extra cleaning cost taken from bond.
- The management of Moama on Murray Resort reserves the right to refuse any hire without stating the grounds for refusal.

### **Cancellations**

- We strongly advise guests to take out travel insurance to protect against unexpected changes in travel plans.
- Cancellations up to 8 weeks prior to your arrival date will result in refund of initial part / full payment less \$100 cancellation administration fee.
- Cancellations within 8 weeks of your arrival will result in forfeiture of your initial part / full payment.
- Should Moama on Murray Resort rebook for the period a refund will be returned less \$100 cancellation administration fee.
- Please note there is no refund for early departures.

**We look forward to welcoming you to Moama on Murray Resort**