

Buone Notti Glamping Parties

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5 Star Under the Stars!

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Terms and Conditions

Booking

Bookings require a \$100 deposit which must be received within 14 days of invoice or your party date will be released. The remaining balance is due no less than 7 days prior to the event date. A fully refundable \$150 bond is also payable at this time. If hiring the projector, the security bond is \$200 total.

Delivery, assembly, styling, collection and general laundering are included in the hire cost. Accepted payment methods are direct bank deposit or credit card via our online payment systems. Hire periods are approximately 19hrs unless an alternate time period has been agreed.

Cancellation Policy

14 days' notice must be given for all cancellations; failure to do so will result in a loss of deposit. Cancellations more than 14 days prior to your booking date will incur a \$20 admin fee.

Inclement Weather Policy

Our tents are all-weather tents but your party may not be, so if you are forced to cancel due to inclement weather (temperatures above 39 degrees, heavy storms, heavy rain and/or hail, as forecast by the Bureau of Meteorology) we are happy to reschedule at no cost up until the day before your party or alternatively give a refund of the hire cost, less a \$40 admin fee.

Changing Your Date

A minimum of 14 days' notice must be given if you wish to change the date of hire. Requests can then be granted subject to availability. A request to change the date within 14 days may only be accommodated at management's discretion.

Refunds

Buone Notti Glamping Parties warrants that it will provide the contracted services with due care and skill. Where the service does not meet your expectations, there is a major failure, defect or a dispute arises we will make every attempt to resolve the problem with you. You are also entitled to certain guarantees under the Australian Consumer Law.

General Terms

The Hirer and Buone Notti will agree on a time for both delivery and collection of the hire equipment. If the Hirer fails to be present at the time stipulated or provide an acceptable means for our staff to gain entry to collect the hired goods in their absence a late fee may be incurred at the discretion of the management.

All prices are subject to change, but prices quoted at the time of booking will always be honoured.

If any item is damaged or stained, charges will apply to cover replacement costs.

Strictly **NO PETS** are to be permitted on or in any Buone Notti hire property. If any animals are sighted on our equipment or any pet hair or faecal material is found on any manchester or bedding the cost of professional cleaning will be deducted from the bond and any extra costs will be billed to the Hirer.

Use of smoking implements, tea lights, candles or open flames of any type is strictly prohibited in and around any and all tents or hire equipment provided by Buone Notti. This includes, but is not limited to, hookah or "hubbly bubbly" pipes, cigars, cigarettes and e-cigarettes.

No soft drinks, lollies or sticky foods are to be consumed inside the tent. No glow sticks are permitted inside the tent.

It is the responsibility of the Hirer to exercise all due duty of care and always supervise children with hire equipment. Diligence must always be exercised with younger children.

Please note there will be no member of our staff in attendance during the conduct of your party and it will remain your responsibility to supervise and ensure the safety of your guests.

Buone Notti has Public Liability Insurance up to AUD\$20 million but it will always be the Hirer's responsibility to exercise due diligence around the hire equipment.

Buone Notti reserves the right to cancel your booking upon arrival if we feel our equipment could be compromised or damaged due to unhygienic or dangerous conditions. No refund will be granted.

It is the Hirer's responsibility to ensure that a suitable area is available for the tent. Buone Notti reserves the right to cancel your booking upon arrival if, in our assessment, a suitable area is not available to ensure the tent can be pitched in a workmanlike manner that is safe for your guests. No refund will be granted.

If the Hirer wishes to have the tent pitched on a third party's property it is the Hirer's responsibility to obtain all permits and pay any required fees. This includes, but is not limited to, public parks and campgrounds. If directed to remove our tent by the owner or relevant authority after we arrive or at any time during your booking, we will obey the lawful direction of the authority and no refund will be given.

A free parent/carer/spare mattress will be provided if the Hirer wishes. This extra mattress is provided for the Hirer's convenience but without bedding or linen.

When pitching our tents within your property our team members will discuss the possibility of irrigation, gas or underground cabling within your property in the area allocated and it will be the Hirer's responsibility to identify the location of any such irrigation pipe, cable or line. Team members will practice diligence when pegging to avoid such infrastructure, however if a team member does make contact with such infrastructure Buone Notti will not be held liable.

Once our tents have been pitched the Hirer is not permitted to remove any pegs or guy ropes or attempt to move or relocate the tent in any way, except with the express prior permission of Buone Notti management. The business will not be held responsible for any injuries incurred by person(s) tampering with the equipment without our permission.

The Hirer shall be responsible for the security and safety of all Buone Notti plant and equipment while it remains on the Hirer's property and will indemnify Buone Notti against all loss and damage to such plant and equipment while it is on the Hirer's property howsoever and by whomsoever caused, to its full replacement value.

In the unlikely event of unforeseen extreme weather occurring during the period of hire, the Hirer may be asked to take certain emergency actions as advised by our management.

Privacy

To enable us to confirm your booking we may collect certain information from you. This may include your name, email, telephone number, home address, child's name and other information that may be required for us to attend your property to set up our plant and equipment. This information is held in accordance with our strict privacy policy:

- We will not use this information for any other purpose than to serve you;
- We will never sell, on-pass, or in any way distribute this information to any third party, unless required to by law;
- We will not post or publish pictures of your children or property without your permission;
- You can obtain a copy of your personal information that we may hold by emailing or calling us with your request;
- We will erase any of your personal information that we may hold, if you request us to do so.