



SEASON 2022/2023 RETAIL RATES

The terms of this contracting period provide for a seasonal rate structure:

LEISURE SEASON	1 st April 2022 – 30 th November 2022
GREEN SEASON	1 st December 2022 – 14 th January 2023 1 st – 31 st March 2023
SEASONAL CLOSURE	15 th January 2023 – 28 th February 2023

LODGE ACCOMMODATION

Rates are in Australian dollars, inclusive of taxes, and are quoted **per person per night**.

SEASON		RATE
LEISURE SEASON 1 Apr – 31 Nov 2022	ADULT (twin share)	\$1200
	EXTRA ADULT (in rollaway bed*)	\$900
	ADULT (single occupancy)	\$1950
	CHILD (6 – 13 years)	\$900
GREEN SEASON 1 Dec '22– 14 Jan '23 1 – 31 March 2023	ADULT/CHILD (per person twin share)	\$950
	EXTRA ADULT/CHILD (in rollaway bed)	\$650
	SINGLE OCCUPANCY	\$1450

*The Lodge has 3 rollaway beds

LEISURE SEASON INCLUSIONS

Accommodation

All meals, beer, wine, tea, coffee and select beverages

2 x shared, guided on-property tours daily (morning and afternoon). Includes 4WD driving, hiking, wildlife spotting, sundowners

1 x 50 minute shared airboat experience per person for stays of 3 nights or more (off-property)



GREEN SEASON INCLUSIONS

Accommodation

All meals, beer, wine, tea, coffee and select beverages

Transfers to and from boat ramp/boat launch point

EXCLUSIONS

Flights and transfers from Darwin (see below)

Optional extra activities (see below)

Scenic heli flights (see below)

Items of a personal nature

PILOT/GUIDE ACCOMMODATION

SEASON		RATE
LEISURE SEASON 1 Apr – 31 Nov 2022	PILOT/GUIDE (in Lodge room - does not include alcoholic beverages)	\$1650
	PILOT/GUIDE (in staff accommodation – does not include alcoholic beverages)	\$600
GREEN SEASON 1 Dec '22– 14 Jan '23 1 – 31 March 2023	PILOT/GUIDE (in Lodge room - does not include alcoholic beverages)	\$1150
	PILOT/GUIDE (in staff accommodation – does not include alcoholic beverages)	\$600



BOOKING TERMS & CONDITIONS

DEFINITIONS

'Client' means the person or company making a reservation or booking with FRL, and if there are more than one persons or companies making the booking, these Booking Conditions bind them jointly and severally.

'Booking Conditions' means these booking Terms and Conditions.

'FRL' means Finniss River Lodge ACN 648 222 119

'Supplier' means service providers engaged by FRL to provide certain tours or services

PAYMENT TERMS

A 30% deposit is required within 7 days of making a booking. Full payment must be made 45 days prior to Clients' arrival. For bookings made within 30 days, payment must be made within 48 hours.

A binding contract is only formed when FRL confirms receipt of the deposit.

GST AND TAXES

All rates are subject to increases in the event of tax alterations imposed by the Federal or State governments or other third party Suppliers (e.g., fuel costs).

CANCELLATION POLICY

All cancellations must be provided in writing to FRL. As a small property our business depends on maximising occupancy, and cancellations often result in empty rooms. The following cancellation penalties apply:

61 days or more prior to arrival - the full deposit (or all funds) will be refunded.

60 and 46 days prior to arrival - the full deposit (30%, or 35% for exclusive use) will be retained

45 days or less prior to arrival - all monies will be forfeited

In addition, the Client will be required to pay any cancellation fees imposed by third party Suppliers on FRL, which are in addition to the cancellation fees detailed in this clause and are not covered by the cancellation fees detailed in this clause.

NO SHOW POLICY

No shows, or premature departures will incur 100% cancellation fees, as will unused services or unused nights due to flight/weather disruptions.

WEATHER

FRL will not be liable for any loss of enjoyment, financial loss, damage, cost or expense (including without limitation any property damage or personal injury) suffered by the Client resulting from adverse weather conditions or other circumstances outside FRL's influence.



MEDICAL CONDITIONS

It is the Client's sole responsibility to take all appropriate medical advice prior to departure as to whether the Client is fit enough to undertake the trip and as to the vaccines, medications and other precautions appropriate to the trip.

The Client acknowledges that medical services and facilities may not be readily available during the trip, and that no medically qualified personnel will accompany the trip.

Clients must inform FRL at the time of making a reservation (or any stage thereafter should the client become aware of a medical condition) of any medical conditions, which may affect the Client's ability to participate in the trip.

The Client acknowledges and agrees that FRL and its Suppliers may in their sole discretion exclude the Client from the trip or any activity if FRL or a Supplier considers that the Client is unable to safely participate in the tour or activity as a result of a medical condition.

TRAVEL DOCUMENTS & VACCINATIONS

It is the Client's responsibility to ensure that all passports, visas, travel permits, health certificates, or other documentation required for the trip are obtained, and are in order, and that all required vaccinations have been obtained. It is the Client's responsibility to meet any additional costs incurred either by the Client or by FRL on the Client's behalf, as a result of any failure to comply with these requirements. FRL is not liable for any loss or costs incurred due to the Client's failure to comply with this requirement.

TRAVEL INSURANCE

FRL strongly recommends that Clients have comprehensive travel insurance. Insurance should cover, but not be limited to, cancellation fees and loss of deposit or balance payment, damage to and loss of baggage and money, medical and hospitalisation expenses, repatriation or curtailment expenses due to illness, the need to return home because of an unexpected death or illness in the immediate family, evacuation expenses and accidental death or disability.

It is the Client's sole responsibility to obtain the appropriate insurance cover.

FRL is not liable for any loss or costs incurred due to the Client's failure to obtain adequate travel insurance, and the Client understands and accepts FRL's full cancellation fees under these Booking Conditions.

COVID-19 POLICY

Should COVID-19 prohibit Clients from travelling within 30 days of arrival because of Government imposed border closures, certified COVID illness or certified exposure to COVID, FRL will reschedule the visit to new dates (subject to availability and price increases), or provide a full refund less an administration fee of \$100 per person. Third party Supplier COVID-19 cancellation penalties may apply and will be passed on to FRL Clients.

Clients who have booked via a trade partner are advised to contact their booking provider for further information on the terms of their booking.

**MINIMUM STAY**

Two nights

EXCLUSIVE USE (5 – 6 ROOMS)

An exclusive booking is defined as booking 5 or 6 rooms at FRL. If Clients are using 5 rooms, they are obligated to pay for 6.

A 35% deposit is required within 7 days of making an exclusive booking. Full payment must be made 45 days prior to Clients' arrival. For bookings made within 45 days, payment must be made within 48 hours.

A binding contract is only formed when FRL confirms receipt of the deposit.

TOUR SERIES

Tour series bookings are subject to the same Terms and Conditions as an exclusive use booking.

CHILD POLICY

FRL welcomes children 6 years of age and over. When confirming a stay at FRL, parents/guardians accept all responsibilities for their child(ren).

An exclusive booking may include younger children by negotiation.

Child age is 6 – 13 years. Children 14 years and over are considered an adult.

SPECIAL DIETARY REQUIREMENTS

As FRL is a remote destination, it is essential to advise any special dietary requirements at the time of booking. FRL will make every effort to tailor menus accordingly.

COMMUNICATIONS

WiFi is available throughout the Lodge. Mobile phone reception is also available at the Lodge (Telstra and Optus only). Being a remote property, there is no internet and only unreliable mobile phone coverage away from the Lodge building. The landline number can be given to family and friends for emergency contact.

CHECK-IN AND CHECK-OUT

Check-in is available from 2.00pm

Check-out is required by 11.00am

TRANSFER BOOKING POLICY

FRL can be reached by air (fixed wing and helicopters), road transfer or self-drive.

Flight bookings can only be confirmed based on individual passenger weights being provided.

There is a general luggage weight restriction on flights of 15kg per passenger in soft-sided bags.

Weight restrictions are subject to the flight's overall payload restrictions (passenger weights plus luggage). FRL does not accept responsibility for any expense incurred by a passenger as a result of any delay, alteration or mechanical failure with a charter aircraft.



SUSTAINABILITY POLICY

Sustainability lies at the core of FRL's operation. We are committed to reducing our impact on the environment and making a positive one on the community. Our focus is on aligning best pastoral practices with sustainable tourism. Please feel free to discuss our sustainability policies with FRL staff during your stay.

COMPLAINTS/DISPUTE RESOLUTION

Clients who have any cause for complaint while travelling must immediately notify FRL, where possible in writing, to give FRL the opportunity to remedy the complaint. FRL will not accept responsibility for complaints received more than 14 days after the occurrence of an event leading to the complaint.

Both FRL and the Client will use alternative dispute resolution procedures to resolve disputes prior to resorting to legal proceedings.

FORCE MAJEUR

'Force Majeur' means (without restriction) any event which FRL could not, even with due care, foresee or avoid. Force Majeur covers events such as, but not limited to, adverse weather conditions – fire, flood, cyclone – and all similar events beyond our control. In the case of Force Majeur, FRL will not accept liability, and reserves the right to change and cancel trips. Any changes will be communicated in writing with absolute care for Clients in mind.

If the Client or FRL are affected by a Force Majeure Event FRL will be entitled to, and may at FRL's sole and absolute discretion, vary or cancel the tour, or any component part of the tour. Payment of any refund by FRL to the Client as a result of the non-performance of any of FRL's obligations due to a Force Majeure Event will remain at its sole and absolute discretion, although FRL will use its reasonable endeavours to reimburse the Client where possible. However, FRL will be entitled to deduct from any refund, the actual and potential costs to FRL of the Force Majeure Event.