



DIRK HARTOG ISLAND

Dirk Hartog Island Pty Ltd | Bank Details: BankWest | BSB: 306 089
| Account: 4685197 (Ref: Booking ID)

COVID-19 Pandemic Booking Policy

With these unprecedented times, like most of us, it has been a very challenging time for our business. You may have experienced uncertainty and confusing terms when trying to cancel, postpone or recoup money during this current pandemic. We must balance transparency and fairness for all involved including our valued guests, ourselves as small business owners in a remote location and any third-party suppliers engaged to deliver services.

*Please note the following policy **will apply in addition** to our regular terms & conditions for all bookings made after the 7th May 2020 and are subject to be amended, updated or otherwise changed to reflect the fluid nature of the handling of the COVID-19 Pandemic.*

1. Should the island be forced to close due to COVID-19, we will provide a full refund of any monies paid for bookings relating to the period of closure, or a full credit toward a booking at an alternative date.
2. Should the West Australian intrastate borders be closed due to COVID-19 preventing you travelling to the island from your place of residence for your planned trip, we will do our utmost to reschedule your trip to dates near when you were due to come. If this cannot be achieved, we will provide a full refund of any monies paid for bookings relating to the period where you are prevented from travelling, or a full credit toward a booking at an alternative date.
3. Where you have used a Gift Certificate previously issued toward the funds paid against your booking, should you not be able to continue with your booking due to points 1 or 2 above, only those funds paid over and above the value of the gift certificate will be entitled to a refund, with the balance being returned to the Gift Certificate.
4. Please note, **if you are travelling from interstate**, closure of the WA State border and your subsequent inability to travel to Western Australia will not qualify for any refund or credit for a booking that you are unable to undertake. The West Australian government's position on the State border is well documented and well known, and the closure of this border we do not consider as an unforeseen circumstance. Bookings made which involve interstate travel to get here are made at your own risk at this time. Please however feel free to contact us should you wish to discuss this further.
5. If you **contract COVID or are deemed a close contact and are required to isolate** and therefore cannot complete your stay, on supply of the relevant supporting documentation, a credit will be offered.
6. If you are unable to travel to Dirk Hartog Island because you have **not complied with a vaccination mandate or mandatory testing requirements** before leaving your home location (i.e. you are an international or interstate guest who has been denied entry at the WA border), you will forfeit all monies paid.

7. If Dirk Hartog Island Pty Ltd is unable to complete your stay because **we have to close due to lack of staff as a result of or being infected with COVID**, we will contact you as soon as possible to reschedule your visit. A refund will be offered at the manager's discretion depending on circumstances.
8. Any payments we have made to third party suppliers or providers on your behalf where money cannot be returned, refunded or otherwise reimbursed to us will not be eligible for refund to you until such time as the third-party supplier or provider returns these funds.

Please note that this refund policy only applies to bookings that have to be cancelled or amended due to the closure of the island due to COVID-19, and only to bookings during the period of closure due to COVID-19. In all other respects, our standard booking terms and conditions apply.

COVID-19 Requirements Before Arrival

- In order to comply with the West Australian governments mandatory Proof of vaccination rules, effective from the 31st January 2022, **all guests and day visitors (aged 16 years and over) must be fully vaccinated if eligible or be able to provide evidence of a medical exemption prior to their visit. Visitors must be able to show a copy of their vaccination/exemption status if asked (as a screenshot or a hard copy). Inability to do so may result in the visitor being asked to leave.**
- One week before your stay, please supply the names and phone numbers of all guests aged 16 and over as per government requirement via email (escape@dirkhartogisland.com). By providing your details, you consent to us providing, when requested, your contact details to the health authorities for the purposes of contact tracing. All details are kept and destroyed according to the guidelines.

COVID-19 Requirements After Arrival

- You will need to register upon **arrival** – at the Homestead Bay office and aboard the 4WD ferry or 100% Wild vessel using the Service WA app or manual registration.
- You must comply with any restrictions and requirements in place surrounding COVID-19 as deemed at the time by the relevant government authorities and as determined by management.

Booking, Payment and Cancellation Policy

Rates are in Australian dollars (AUD) and inclusive of GST.

As a small boutique property in a remote location, our business depends on maximising occupancy and cancellations often result in empty rooms and campsites due to booking lead and travel times.

The following booking policies therefore apply:

Homestead Camping and National Park Camping Bookings

A non-refundable 40% deposit is required within 14 days of booking to confirm your reservation. Full payment is required 60 days prior to arrival.

If you contact us more than 60 days prior to your arrival on the island with a request to amend or change your booking to another date which is available in the next 12 months, this will be allowed with a credit of your deposit already paid. Please refer to our Amendment to Bookings conditions below for the details applicable to this.

Booking date changes or cancellation requests inside of 60 days of your arrival on the island will result in the forfeiture of the full amount you have paid including your deposit; however, you may transfer your booking to another party with our agreement. (You will need to sort the financial side of things out with the party you transfer your booking to). We do not refund the difference if the new party has less people / vehicles / trailers.

All bookings received must include details of your transportation to the island, and include the relevant 4WD and passenger transfers, and the full number of parties who will be camping in your group. Bookings will not be accepted to simply reserve campsites unless by agreement with Dirk Hartog Island (please contact us on escape@dirkhartogisland.com.au with your request). Should we receive an online booking that appears to just be reserving a camp site - we will contact you to update this and if not done so within 14 days - we may cancel your booking.

Any amendments to National Park bookings may also incur an amendment fee of \$200 should further changes be required at a later date.

Whilst we have allocated your booking to a specific site, we reserve the right to change the site for operational or other reasons.

Eco Lodge and Ocean Villa Bookings

A non-refundable 40% deposit is required within 14 days of booking to confirm your reservation. Full payment is required 60 days prior to your arrival.

Cancellations within 60 days of your booked arrival will result in forfeiture of the full amount paid and/or amount due. We will however endeavour to replace your booking in

the Eco Lodge and/or Ocean Villa and should that be successful - we will allow you to transfer your booking to an alternative available date in the next 12 months with the amount already paid credited to your new booking. If no replacement booking can be secured - then you will forfeit any amounts paid and/or due.

Cancellations or date request changes notified over 60 days prior to your arrival date on the island will result in the forfeiture of your deposit paid, however we will consider an amendment to your existing booking as summarised below with your deposit being credited to the new booking.

Check in is from 2pm. Check Out is 10am.

If the Ocean Villa is left in an unsatisfactory state on departure, a cleaning fee of \$200 will be charged.

Smoking is Prohibited in all Eco Lodge and Ocean Villa areas.

Amendments to Bookings

If you notify us in writing of a change in your travel plans more than 60 days before your planned arrival date, we will consider allowing a once off change of dates to an alternative date which is available in the next 12 months.

Conditions applying to this are as follows:

- Amendments will only be considered if received in writing via email at escape@dirkhartogisland.com 60 days or more prior to your booked arrival date.
- A \$200 fee will be charged for any change to bookings.
- If there are increased tariffs and/or booking conditions applicable to the new dates you book - then the increased rate and booking conditions will be applicable to your amended booking.
- Reservation staff are available to assist you with changes via phone; however, an email must be sent to confirm your request.

Conditions applying to all bookings

- No refund can be given in the event of non-arrival, any unused services or unused nights due to flight/weather/road closures/vehicle disruptions beyond our control or other reasons for not travelling such as health and personal circumstances. We recommend that you protect yourself with travel insurance.
- Rates are subject to change without notice, and should there be differing rates or booking conditions applying to bookings transferred to different dates - these new rates will apply to your transferred booking.
- In completing and agreeing to this booking you acknowledge and accept our terms and conditions attached thereto.
- These Terms and Conditions are effective as of 28th January 2022.

Optional Weather Event Protection

Whilst we recommend that you purchase traditional travel insurance to protect against eventualities which may cause you to cancel your booking at short notice, if you have booked a 4WD barge transfer and are camping on the island - for an optional additional fee of \$55 per 4WD, you can purchase Weather Event Protection with us. If you pay this additional fee, and the track into Steep Point is closed by DBCA or other relevant authority due to a weather event and/or the island is closed due to a weather event restricting your ability to commence or continue your holiday - we will provide a refund of any unused portion of your booking related to that 4WD transfer and camping fees. We will of course do everything possible to transfer your booking to alternative suitable dates, however if this cannot be done, we will be happy to refund any unused portion of the amount you have paid, less the \$55 fee for the Weather Event Protection.

To qualify for the Optional Weather Event Protection, this cover must be purchased at the time of booking - it cannot be added to your booking at a later date unless by agreement by Dirk Hartog Island.