



CHRISTMAS 2018/NEW YEAR 2019 – SPECIAL CONDITIONS

I have decided not to take any bookings early again as it is a timely and costly administration nightmare with all of the cancellations and date changes when bookings are made too early. We turn away hundreds of potential bookings every year because we are booked out by July. But again for Christmas 2017/New Year 2018, we had empty suites due to last minute cancellations and date changes, which is not fair to our business, but also not fair to those cats needing accommodation during these busy periods.

I have created a Christmas/New Year Booking Request List, where I will take requested dates and suites up until the 1st September 2018, then I will confirm with the clients before I will actually book them into our system. To secure this booking a non-refundable booking confirmation deposit is required immediately upon confirmation.

Booking dates and suite preferences cannot be guaranteed until confirmation is completed. Management has the right to choose accommodation type according to the requested dates and more specifically the needs of each cat on an individual basis.

Should you have definite dates, you can secure your booking early, by signing this Special Conditions booking confirmation and paying a \$100 non-refundable booking confirmation deposit immediately, with the balance due by the 30th September 2018.

Any booking changes after the confirmation incur a \$25 administration charge and cannot be guaranteed to be accepted, pending these Christmas/New Year special conditions set by Hobbits Knob Cat Retreat Management, which were signed upon the booking confirmation.

We do require all bookings to comply with the following STRICT special conditions to ensure that we are able to cater efficiently during these busy periods:

- We require a 10 night minimum stay.
- We will be closed to the public for drop off and pick up between the 24th December to the 1st January inclusive (unless as specified above). Rest assured that we have staff here for a majority of the day over these "closed" days to take extra special, individual care of your feline friends.
- Cats whom have satisfied a 10 night minimum may collect on the 27th, 28th and 29th of December ONLY, which will allow a switch over of cats for the New Year period. Unless, Management have decided there is a suitable switch over to satisfy a shorter requested stay.
- We require a \$100.00 non-refundable booking confirmation deposit to be made immediately upon booking request with the balance due by the 30th September 2017 by cash or bank transfer.
- Hobbits Knob Cat Retreat reserves the right to cancel bookings should they not comply with our special conditions including the lack of payment of the deposit by the due date.
- There will be limited choice of suites over these busy periods as Hobbits Knob Cat Retreat will select suites according to the cats' individual needs and circumstances. For example, we cannot

accommodate a single cat in an Indulgence A, bigger suite when we have a 3 cat family needing a big room.

- Changes to bookings after confirmation has been made, including date changes, will incur a \$25 administration fee.
- Should you request, within 4 weeks of your booking commencement, to drop off at a later date over the busy period or an early pick-up over the busy period, but a booking period originally included the Christmas and/or New Year dates in the 10 night minimum, Hobbits Knob Cat Retreat reserves the right to charge the minimum stay required in addition to the \$25 administration fee for changing the booking.

I thank you for your understanding of these conditions, which helps reduce administration time and stress on the cats and our staff.

Should you have any concerns, please do not hesitate to contact me on 5478 9882.

Regards,

Tania Barton

Owner/Manager

@ Hobbits Knob Cat Retreat

Please read the above, sign and return to secure your booking.

I accept the above Special Conditions set by Hobbits Knob Cat Retreat and confirm the dates, suite type and costing of Invoice # _____ is correct.

I hereby confirm that I will abide by these conditions.

I have also paid my \$100 non-refundable booking confirmation deposit by bank transfer/cash on _____.

_____ (Signature)

_____ (Owner's name)

_____ (Dated)