

Pilgrim Lodge Terms and Conditions

The following Terms and Conditions apply to your stay at The Nan Tien Temple Pilgrim Lodge.

These terms and conditions may be updated from time to time and are subject to change at our complete discretion without further notice to you.

Booking

- Bookings can be made directly with the Lodge online booking link via Nan Tien Temple Pilgrim Lodge Website <https://www.nantien.org.au/en/visitor-info/accommodation> or via email pilgrimlodge@nantien.org.au.
- Reservations are subject to availability and actual pricing at the time of booking.
- All accommodation bookings must be guaranteed at the time of reservation by provision / deposit of Valid Credit Card details. This credit card must be valid for the entire stay. Please present the credit card used to make the reservation upon check-in at the Lodge.
- By providing valid credit card details, you warrant that you have the authority to use the credit card and you authorise The Pilgrim Lodge to charge the cost of your booking to the credit card.
- The first night's tariff, or 50% of total room tariff, whichever is higher, is charged at the time of booking.
- For peak seasons full payment will be charged at the time of booking.
- All reservations will be confirmed by email. If email is not available, the booking will be confirmed over the phone.
- No booking is deemed to be confirmed until the Lodge is in receipt of the payment.

Fees

- All credit/debit card payments made to The Pilgrim Lodge via an onsite payment system will incur non-refundable credit card service fee. We don't accept Amex & Diners Club.

Pricing errors

- The Pilgrim Lodge reserves the right to cancel contracts based upon incorrect information being displayed in relation to price inclusions or service at any point in time.

Check in and check out

- Entry into Lodge rooms is conditional upon a signed guest registration form. Guests must provide Federal or State Government issued photographic identification for security purposes. The booking must be under the name of the person checking in. In addition, the guest must also provide a credit card in the name of the photographic ID.
- We require full payment of accommodation at check-in. We also require a pre-authorisation amount of \$100 cash for any incidentals. This amount, if not used, will be released on the day of check out.
- Standard check- in time is 2:00-9:00pm. Please notify in the event of late arrival after 9pm.
- Standard check- out time by 10.00am. Late checkouts are available upon request. Please contact reception to check availability. Late check out after 10.00am will incur the half rate of one nights' accommodation.
- If paying by cash, accommodation must be paid in full on arrival together with a signed pre-authorised credit card. Cheques and foreign currency are not accepted.

Refunds

- Off-Peak and Shoulder Period Bookings –A deposit minus a \$50.00 administration fee, will be refunded when notice of a cancellation is received at least 48hrs prior to the commencement date.
- Refunds will not be given on discounted accommodation, peak seasons, public holidays, after commencement date & less than 48hrs notice for cancellation.
- NO shows – will be subject to a 100% cancellation fee (1 NIGHTS' ACCOMMODATION)
- NO refunds for room changes.
- NO refunds for early departures.
- NO refunds given after check-in.

Changes and transfer of booking dates

- There will be no extra administration fee if the deferral notice is received at least 48 hours in advance; However, extra costs might be incurred due to adjustments of rates and availability of the room type on the new booking date; an extra administration fee of \$50 will be charged if the accommodation is deferred to another time not within the calendar year or less than 24hrs notice.

Changes and cancellations by the Pilgrim Lodge

- Unforeseen the Temple & Lodge operational issues and management obligations including but not limited to extreme weather events, fire, natural disasters may mean that the booking cannot be provided. The booking will be cancelled and a full refund provided, including any booking fee paid. The Nan Tien Temple will not be liable for any other losses You may incur as a result of this cancellation.

Meals

- Meals are available upon request. Please advise the Lodge Reception on duty by 3 pm on the checking in date.

General terms and conditions

- All guests will follow temple DRESS CODE AND ETIQUETTE <https://www.nantien.org.au/en/visit-us>
- Non-vegetarian food cannot be brought into or consumed within the Lodge or Temple grounds.
- The consumption of drugs or alcohol in rooms is strictly prohibited and may result in termination of booking, dismissal of guest without a refund and legal prosecution.
- Damage, breakages, theft, and losses are the tenants' responsibility during their stay.
- Smoking is not permitted at any time at the Lodge. An additional \$200 cleaning fee will be charged.
- Room degradation (such as vomit, bodily wastes) a \$200 cleaning fee will be charged.
- In addition, the registered guests will be required to settle the account prior to departure for any expense resulting from additional cleaning of the room, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.
- The number of guests must not exceed the number stated on the booking confirmation notice or subsequently agreed in writing or email.
- The breach of any of the above conditions may result in immediate termination of rental and charges.

Party policy

- In the interest of quiet enjoyment and respect for all guests at the Lodge, a no party policy applies to all guests staying at the property.
- Guests are expected to be respectful of other guests at all times, and to be quiet between 9pm-8am.
- No group congregations in individual guest rooms are permitted or tolerated. Immediate eviction with no refund applies to any breaches of this policy.

Cooking & Fire

- Cooking in guest rooms is strictly forbidden by Health Authorities
- Fees for additional cleaning may apply should guest cook inside a guest room.
- NO INCENSE BURNING, NO CANDLES OR OPEN FLAMES PERMITTED.
- The Lodge is fully equipped with smoke detectors, fire safety information is in guest room compendium, and emergency evacuation plans are on the back of door in each guest room. Please take the time to review this important information. Due to Fire regulations, Management must be aware of number of guests in rooms. Should the Fire Alarm be activated, the cost of Emergency Services (NSW Fire Services) attending, **\$2,000** will be charged to the guest.
- Please notify reception in the event of a fire or other emergency. If reception is unattended, please call 000. A map that shows emergency exits can be found on the back of your room door and in the guest information compendium in each room.

Connecting rooms

- Connecting rooms are subject to availability.

Child policy

- All guests under the age of 18 must be accompanied by a parent /guardian. The Lodge has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID, when requested on check-in.
- Well behaved children of all ages are welcomed. As the parents, guardians or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons please do not leave children unattended in guest rooms or allow them to roam the Lodge property unsupervised.

Room keys

- Room keys are issued to the registered guest(s). No room key will be issued to youth under 18 at any time. ID is required if you have lost your key and require \$100.

Parking at your own risk

- All vehicles must be listed on the registration at check-in. Parking for registered guests is free. All vehicles are parked at the risk of the owner. The Pilgrim Lodge shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the Temple ground. If a vehicle is left on the Temple ground after the guest has departed without the written consent of the Lodge, the Lodge reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on Temple ground.

Pets

- With the exception of certified assistance dogs, ALL pets are strictly forbidden inside guest rooms. Any guests breaching this rule will face immediate eviction without refund and a \$200 cleaning fee for carpet and any soft furnishing effected.

Infestation

- The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our Lodge premises, we may charge you for any or all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

Lost and found policy

- The Pilgrim Lodge is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of lost and found items are retained for 2 years. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear and miscellaneous toiletries will be discarded.
- Any monies, valuables, goods or vehicles that belong to you which are brought into the Lodge remain your responsibility. The Nan Tien Temple Pilgrim Lodge is not responsible for their safekeeping and will not replace damaged, lost or stolen items.

Facilities

- If any feature/facility is essential for the guest in choosing a particular property, we recommend contacting the Lodge reception prior to booking. The Pilgrim Lodge cannot be held

liable for omissions or errors whether temporary or permanent of the property's facilities and services. Photos shown on the website are indicative only and may not specifically represent the exact room allocated to you. Destination images featured on The Pilgrim Lodge website may not represent the views offered from our location. Accommodation facilities listed may not apply to all room types.

Illness and epidemics

- The Pilgrim Lodge reserves the right to refuse accommodation to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify reception staff. In case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgement or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

Insurance

- The Pilgrim Lodge strongly recommends you purchase comprehensive travel insurance. You and your guests should be satisfied that your chosen insurance cover fully meets your personal requirements especially in respect of inclement weather, personal injury or illness.

Legal statement

- The Pilgrim Lodge has a strict policy for handling guest information. The information you provide to the Lodge, is confidential and protected to the fullest extent possible. The Pilgrim Lodge will not disclose or distribute guest information to

third parties without prior written consent by the guest or in the situation where we are required to by law.

- How-ever by signing the guest registration form you agree to allow us to pass on to persons we deem appropriate your details should you or your visitors.

Enforcement of terms and conditions

- Copies of these terms and conditions are available from The Pilgrim Lodge and our web site.
- Upon signing our guest registration form, you agree that your access to and use of the Lodge is subject to these terms and conditions.

Thank you.

Management

The Nan Tien Temple Pilgrim Lodge