

LIVING VALLEY SPRINGS TERMS & CONDITIONS

Booking:

- At the time of booking a deposit of \$500 per person per week will be taken to secure your room.
- A deposit of \$500 per person also applies to stays of less than 1 week.

Program Payment:

- Full payment of the remaining amount owing is to be paid at least 10 days prior to commencement of your program at which time your booking becomes “locked-in”.

Refund & Cancellation Policy:

- If you cancel your booking prior to the 10 day “locked-in” period we will refund 80% of your deposit, or transfer your booking to a later date for a flat \$50.00 fee.
- Once you have entered the 10 day “locked-in” period your booking if cancelled cannot be refunded or transferred. A cancellation at this time means all monies paid will be forfeited unless the Flexi-Price option is selected (refer below).

Flexi-Price:

- Once within the “locked-in period” we will allow you to defer your booking for up to 3 months should you be unable to attend your selected program for a flat fee of \$200/person or \$300/couple. This fee is payable on the due date of your final retreat payment.

General Terms & Conditions:

- Please be aware that our location can experience extreme weather events such as flooding, and as such Living Valley Springs cannot be held responsible for delays or cancellations due to weather or events outside our control. We recommend guests consider travel insurance.
- Living Valley Springs requires guests to sign a liability waiver upon arrival.
- Guests will be charged a deposit of \$20 per room key issued at arrival. This will be refunded upon return of the key to reception on departure.

Transfers In:

- We offer complimentary transfers from the Brisbane & Sunshine Coast airports every Sunday. You can meet our shuttle at the designated meeting points on the day of your arrival

Brisbane Airport

- Domestic terminal - Virgin arrivals baggage carousel at **11.30am sharp** or
- International terminal - The Coffee Club kiosk (immediately outside customs) at **11.35am sharp**

Sunshine Coast Airport

- Baggage Claim area at **1.00pm sharp**

- It is your responsibility to be at the designated meeting point prior to your scheduled departure time with your mobile phone switched on (**off flight mode**). The bus departs the designated stops promptly. Failure to present will lead to the bus leaving without you. In this event please contact our office on 1800 644733 and we will arrange a transfer for you at your cost.
- It is imperative flights are booked to allow sufficient time upon arrival to disembark and retrieve your luggage prior to the bus departing.

Transfers Out:

- The bus will depart Living Valley Springs reception every Sunday at 9.00am sharp going via Sunshine Coast airport (arriving 10.00am) and Brisbane Airport (arriving 11.30am).

Private Transfers:

- If it is not possible to get a flight to coincide with the above times, please call reception to make alternative arrangements.
- A fee of up to \$320 may be charged for transfers that take place at times other than those specified above.
- All private transfers are charged to the guest accounts for settlement on departure. Please do not pay the drivers directly.

Short Stay Programs:

- For those participating in the 3 day rejuvenator package arrival is every Thursday. Transfers to Living Valley Springs can be arranged by calling our office.
- Departures can be scheduled to coincide with our Sunday shuttle service [see above].