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## CONFERENCE AND FUNCTION BOOKINGS STANDARD TERMS AND CONDITIONS

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### 1. Quotation

- a. Our quotation is valid for four weeks from date of issue

### 2. Available rooms

- a. While our quotations usually state the college and type of room which has been reserved, we are unable to reserve specific rooms until we are aware of the rooms which are not required by our permanent residents
- b. We reserve the right to reduce the number of rooms booked

### 3. Tariff

- a. Our quotation will specify what is included
- b. Prices include GST where appropriate
- c. Breakfasts are continental and buffet style
- d. Dinner (where required) is buffet style unless other arrangements are made
- e. Towels and soap are provided upon arrival and rooms are not normally serviced if stay is less than five days

### 4. Booking and Confirmation

- a. Bookings are confirmed in writing upon receipt of written order and payment of deposit

### 5. Deposit

- a. For accommodation, a deposit of \$10 per room per night is payable with order
- b. The room deposit is forfeited if room numbers or bed-nights are subsequently reduced
- c. For functions, a deposit of \$200 is payable and is non-refundable in the event of cancellation less than seven days prior to function
- d. The booking cannot be confirmed unless the deposit is received 60 days prior to the commencement of the booking

### 6. Payment

- a. Payment is required within 7 days of the issue of an invoice for the booking.

### 7. Cancellations, refunds and credits

- a. Cancellations are required in writing
- b. Cancellations on day prior to expected arrival date will incur an additional cancellation fee of one night's accommodation
- c. Refund / credit claims can not be entertained where guests fail to arrive
- d. Failure to attend meals does not give rise to any deductions or credits

### 8. Numbers and bed-nights

- a. Bookings are for numbers and bed-nights (i.e. 50 people for 4 nights is 200 bed-nights)

### 9. Names, genders and other information

- a. Names and genders are required four weeks prior to arrival date
- b. Any desirable bedroom proximity of guests, dietary requirements etc

### 10. Registration arrangements (issue of keys)

- a. Arranged by mutual agreement
- b. Additional registration services can be negotiated if required

### 11. Booking in

- a. Booking in time is after 1pm on date of arrival
- b. Booking-in time is usually for a specified period of one or two hours
- c. Arrangements can be made to deal with late arrivals

### 12. Booking out

- a. Booking out time is 10am on date of departure
- b. Late departure incurs an additional night's tariff
- c. A fee of \$300.00 applies where bedroom keys are lost or not returned

### 13. Functions

- a. Special functions can be catered for
- b. For billing purposes, final numbers are required seven days prior to function

### 14. Catering

- a. USQ Residential Colleges does not allow self catering or catering by any other provider at any of their venues

### 15. University environment

- a. Like students, conference guests are required to behave properly at all times and respect the university's rules and regulations

16. Email contact address is: [accommodation.officer@usq.edu.au](mailto:accommodation.officer@usq.edu.au)

17. Telephone contact for Accommodation Officer is: (07) 4631 2650