



**Hartzer Park**  
**Terms &  
Conditions**



**Thank you for choosing to book with Hartzer Park,  
we look forward to welcoming you...**



Hartzer Park Conference and Retreat Centre is available for group bookings and also for individual bookings, subject to availability.

## **Booking with Hartzer Park**

### **Formal procedure**

To secure and formalise your booking we require a **Booking Confirmation Form** to be completed and returned to the Centre Coordinator along with your deposit. This form will be sent to you after you enquire with the Centre.

Hartzer Park will hold dates for a maximum of **14 days** from the date of enquiry in order to give the group or individual enough time to complete the booking confirmation form.

Once dates have been secured by the group or an individual, a **Group Details Form** is required to be completed and submitted to Hartzer Park at least 10 days before the booking date.

The **Group Details Form** gives us an indication of the participant's names and various dietary requirements. Then based on numbers and dietary requirements, Hartzer Park will calculate the final costs.

### **Payment**

The final payment is due on arrival at Hartzer Park, unless prior arrangements have been made with the Centre Coordinator.

#### **Accepted forms of payment are:**

- Cash
- Credit Cards (all types) this include a 2% surcharge.
- Cheque
- Electronic Funds Transfer (EFT).

### **Cancellations**

Should you wish to cancel your booking this will incur a loss of your deposit.

If there are any cancellations within your group in the last 5 days before your arrival date, 15% of the total fee will be charged for the individual who cancelled.

# Choices of Package



## Full Accommodation Package

- Fully catered package
- Dietary requirements can be accommodated for. Please note these on the **Group Details Form**.
- Requires a **minimum of 15 guests**.
- If you want to book the Full Accommodation Package with less than 15 guests- a surcharge will be applied.
- If the final attendance reduces by 20% or more from the original quoted attendance- a surcharge may also apply.
- ***Please contact for prices***

## Self - Catered Package

- All meals are to be provided by the group or individuals themselves.
- This package is ideal for individuals or small groups.
- ***Please contact for prices***

## During your stay

We hope that you enjoy your stay at Hartzer Park and we are happy to consider any variations that will make your stay more comfortable.

For your benefit, here is some key information that you should know about Hartzer Park.

### Check in / Check out times

- **Check in** – the rooms are ready at 4pm unless prior arrangements have been made with the Centre Coordinator.
- **Check out** – rooms are to be vacated on the time agreed upon at the time of booking.

### Accommodation

- You will be provided with all bed linen and a towel.
- If requested at the time of booking you can bring your own linen.

### Meals

- All meals are provided as part of the Full Accommodation Package.
- Self- catering facilities are available for the self-catering individuals or groups to prepare their own food.
- The special diets that we can cater for are: vegetarian, nut allergies, lactose intolerant and coeliac.
- We will only cater for special diets if they are noted on the **Group Details Form**.



## Meal Times

- **Breakfast** – 7:00am – 8:30am.
- **Lunch** (the main meal of the day) - 12:30pm.
- **Dinner** – 6:00pm.
- Morning tea is available after 10:00am.
- Coffee, tea and biscuits are always available.

## Other Information

### Safety

- Evacuation plans can be found in the corridors throughout the Centre.
- There are also evacuation plans in each bedroom behind the door. We ask that all guests familiarise themselves with this in case of an emergency.
- All rooms are fitted with smoke alarms
- Due to fire regulations we do not allow smoking, candles or incense to be lit in any of the rooms in the Centre. Failure to comply with these rules can result in penalties and fines to the group or individual.

### Public Liability Insurance

- On request, legal entities using the facilities of Hartzel Park are to provide evidence of Public Liability Insurance.

### Property Damage or Loss

- There are to be no notices, pictures or anything else stuck to walls throughout the Centre, this includes bedrooms, corridors, conference areas and dining rooms. Please use the white boards and pin boards provided.
- All breakages and losses of property need to be reported to the Centre Coordinator immediately.
- If property damage was the fault of a group member or individual guest then the cost of the repair / replacement will be added to the invoice.
- Mandatory audits of the rooms are performed after each group or individual booking.

### Centre furniture and Fittings

- During your stay it is requested that all paintings and wall fixtures are not removed.
- Please ensure that all rooms are left clean and tidy.
- Please assist the cleaners by returning the chairs in the common rooms to the perimeter of the room.

### Lost Property

- If you have lost something, please report this to the Centre Coordinator so that a report and your contact details can be taken.
- All lost property will be held for 14 days, after which it will be given to St. Vincent de Paul.



## Smoking

- Smoking is not permitted anywhere in or near the buildings.

## Parking

- Once on the property, proceed to the front door to offload your luggage before parking in the designated guest parking area.

## Contact us

For more information or to make a booking, please contact the Centre Coordinator at Hartz Park.

**Phone-** (02) 4861 3223

**Fax-** (02) 4862 1872

**Email-** [hartzprk@bigpond.net.au](mailto:hartzprk@bigpond.net.au)

**Address-** 25 Eridge Park Road, Burradoo, NSW, 2576.

**Postal Address** – PO Box 116 Bowral, NSW, 2576.