

## Marine Hire Facilities Terms & Conditions

### **Bookings and Cancellations**

Full payment is required at time of booking. If you need to cancel a booking, the amount paid is refundable, less any cancellation fees.

Once payment has been received, marine rental booking cancellations either in part or in full, will incur fees dependant on the amount of notice given:

- Notice more than 48hrs prior to 10am on the day of arrival; \$15.00
- Notice of less than 48hrs prior to 10 am on the day of arrival; 50% of the total rental mooring fee paid will be retained.
- Admission fees are fully refundable.

Cancellations can be done online via the Online Booking System. If you require assistance please email [reservations@rotnnestisland.com](mailto:reservations@rotnnestisland.com) with details of your booking.

Cancellation fees can be waived on application due to weather conditions where a strong wind warning or greater has been issued by the Bureau of Meteorology for the waters surrounding Rottnest Island during the rental period. Notification is required prior to check in date.

Refunds will only be processed back to the Credit Card used to make the booking.

Bookings are not transferable between people or vessel and information relating to bookings will not be released to a third party under any circumstances.

### **Arrival Information:**

All visitors are always required to respect the rights of others to enjoy the Island, and to adhere to quiet hours as follows: 11 pm to 7am in all areas.

All marine rental facilities are booked for 24 hour periods from 10.00am to 10.00am. Exceptions to this may occur on Event days such as the Rottnest Chanel Swim. Guests will be made aware of this at the time of booking.

In person check-in's at the Visitor Centre are not required for bookings made through the online booking system.

Any false vessel information supplied at time of booking or check-in will render the booking invalid and subject to immediate cancellation without refund.

Customers are not permitted to use a marine rental facility if their vessel is not covered by a current insurance policy.

Any breach by the registered user or other occupants of the marine rental facility may result in immediate cancellation of the rental agreement without refund.

You agree to comply with all the provisions of the Rottnest Island Authority Act 1987 and the Rottnest Island Regulations 1988.

The RIA reserves the right to cancel or change a booking due to operational requirements.

The Rottnest Island Authority is committed to improving customer service. As part of this commitment, customer satisfaction research is conducted from time to time. RIA appreciates your time and will respect your privacy. Any information provided will be passed on to a market research organisation for purposes of continuous improvement only.