

## Marine Hire Facilities Terms & Conditions

1. Full payment is required at time of booking. If you have to cancel your booking, the amount is refundable, less any cancellation fees (Please refer to cancellation and alteration fees).
2. 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 \$15.00
  - Notice of less than 48hrs; 50% of the rent fee of the facility booked will be retained

**Partial cancellation is not allowed for bookings where part of the booking falls within the closed period at the time when booking is made. In instances where part of the booking falls within the closed period, the entire booking will be cancelled and must be rebooked. Dependant on the amount of notice given, appropriate cancellation fees will be applied.**

Written notice of cancellation must be provided for all bookings except for those cancelled in person in which case appropriate identification will be required. Cancellations may take 24 hours to be processed.

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 Rottneest Island during the rental period. Notification is required prior to check in date.

### 3. Refunds

- Refunds will be made in the name of the person who made the initial payment.
  - Where payment was made by credit card, all applicable fees and charges will be deducted and the remaining amount will be credited to the credit card used to make the initial booking.
  - Cash payments will be refunded by cheque.
4. Bookings are not transferable between people or vessel and information relating to bookings will not be released to a third party under any circumstances.
  5. The Rottneest 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.
  6. All visitors are required to respect the rights of others to enjoy the Island at all times, and to adhere to quiet hours as follows: 11 pm to 7am in all areas.
  7. Check-in
    - All marine rental facilities are booked for 24 hours periods from 10.00am to 10.00am.
    - For all bookings made by phone or in person, customer must register at the Visitors Centre within two (2) hours on the first day of arrival.
    - In person check-in at the Visitor Centre is not required for bookings made through the online booking system.
  8. Any false vessel information supplied at time of booking or check-in will render the booking invalid and subject to immediate cancellation without refund.
  9. 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.
  10. You agree to comply with all of the provisions of the Rottneest Island Authority Act 1987 and the Rottneest Island Regulations 1988.
  11. The RIA reserves the right to cancel or change a booking due to operational requirements.