

Briserenia Gardens

Self contained apartments, cottages and suites

Summer Season Booking Cancellation Policy

Our number one priority at all times is the safety of our guests. The Patch is located in a sheltered valley which is dominated by European trees and pasture, with little native vegetation. It receives a high annual rainfall making it a cool green haven.

Our standard booking policy is also available for viewing on our web site.

If a booking is cancelled and or changed in part or in total by the guest, then the standard cancellation policy applies at all times, including during fire season.

This policy applies only when the CFA has declared a particular day to be extreme or code red. Notification of an extreme or code red day will generally be announced by the CFA 3 days in advance with confirmation by 12 midday on the day before the code red day.

A confirmed booking is a booking where a deposit has been paid prior to arrival.

A booking is for use of facilities, whether this be for a short or long period of time and may not necessarily include an overnight stay.

The management will make their best effort to contact you by phone and/or email. **It is the guests responsibility to confirm whether facilities / accommodation is available on the particular date.**

CFA code: Extreme:

Please contact us on 9756 7837 direct on the morning.

If there is no fire in The Dandenong Ranges region, then business will operate as usual. If on the morning of an extreme weather code, there is a fire in the direct local vicinity of The Patch / Kallista, your accommodation will not be available for use. **The deposit paid will be fully transferable to an alternate date.** Should you be unable to visit at another time, you are welcome to give/sell it to friends/family to use on another date. Transfers are valid for 6 months only, subject to availability and only for the same day as issued. e.g. Friday night stay transferred for another Friday night stay.

The management will be in contact with CFA/DSE on a constant basis. Should there be no fire in the region but the local CFA deem it too high a risk for you to be accommodated here, then management will make the decision on whether to operate the business on that date.

CFA code: Red (Catastrophic):

Your accommodation will not be available on all code red days. **The deposit paid will be fully transferable to an alternate date.** Should you be unable to visit at another time, you are welcome to give/sell it to friends/family to use on another date. Transfers are valid for 6 months only, subject to availability and only for the same day as issued. e.g. Friday night stay transferred for another Friday night stay.

High season exemption:

High season – for high season bookings e.g. Valentines weekend, long weekends & Public holidays **there is no refund. The full deposit is retained and is not transferable.**

A declared Code Red or a Fire commences in the immediate area, during your stay

Should this occur, management will make every attempt to contact you. In some cases, you will have the option to stay or to evacuate. If the fire is in the local vicinity of The Patch and CFA has advised that for your own safety it will be necessary to evacuate, follow the directions of CFA/DSE for the safest possible route off the mountain. When departing from the property please tune your car radio into ABC 774 and if you have internet access from your mobile, the CFA web site. **In all cases, once you have checked in and paid in full, the accommodation facilities are deemed used, even if only for a short period of time, then the contract has been fulfilled and no refund applies.** No tariff is transferable to an alternate date. Guests on extended stays, will have tariffs reverted to full day tariff rates and any adjustments will be made to the client based on these tariffs.

This policy is part of Briserenia Gardens Crisis management plan, and is based on information provided at local CFA inservices, Community Fire guard meetings, Joint CFA/Tourism Victoria meetings, CFA literature, Crisis management documents published by Tourism Victoria. It is also in line with the joint Consumer Affairs/ Tourism Victoria “guidance for Tourism businesses on customers who want to cancel” document.

Our number one priority at all times in the safety of our guests.