



Information & Guidelines

Terms & conditions for staying at Ecoasis

The following information is to support all of our visitors at Ecoasis to enjoy your stay harmoniously and protect yourself, others or our property, Thank you.

Reception

The office is attended from 10am - 3pm Monday - Saturday.

The reception area is unlocked from 8am - 8pm - 7 days.

You can access the reception area in these times for the convenience of DVD's, games and tourism information and key drop offs.

For any other assistance please call the manager onsite:

Sandro or Iya : 0409 200 167

Check-in is between 2pm- 3pm. If you require late, early or online checking, this must be pre-arranged. An online checkin fee applies if arriving after 5:30pm without prior arrangement. Sms your arrival time 0409 200 167.

Check out

Check out is strictly 10 AM AEST (NSW time) unless otherwise arranged.

Late check-out fees will apply.

Emergencies

Please contact onsite managers FIRST prior to calling 000.

In case of emergency call 000 - fire/ Ambulance/ Police

Hospital - Murwillumbah Regional Hospital - 02 6672 1822

Dentist - Smile Street Murwillumbah - 02 8014 8686

Doctor - King Street Med, Murwillumbah - 02 6672 4244

Chemist - Varela Swift Pharmacy, Murwillumbah - 02 6672 2388

Transport

Ride Share Driver - Steve: 0409 419 852

Tweed Taxi: 02 6672 1344

First Aid

A small First Aid kit is available in all Chalet Kitchens and at reception.

Please report any incidents and accidents to management before departing the property.

WiFi

Chalet 1 & 2 have good access to the Telstra network for phone tethering.

Chalet 3 & 4 are able to watch Netflix with the use of a dongle on the Telstra network.

Chalet 5 & 6 have no reception or wifi. Tech detox cabins.

Dongles are available for hire \$75 with a 10 gb data allowance.

Add on data can be purchased.

Wifi is available at reception / common area for small use.

Wifi Password: Sweet home

UKI Village

Approximately 8 min drive to the village of Uki

- Supermarket
- Post office
- Pure love takeaway
- Mount Warning hotel
- Uki Pie Shop
- Curl Up & Dye Hairdressing
- Buttery Shops
- Laundromat
- Service Station & Mechanic

Disclaimer & Incidental Damages

To avoid charges for incidental damages or extra cleaning fees please follow our guidelines. In the event that an accident occurs, something has broken or you have left rubbish, please notify us so we can co-ordinate our staff and minimise the costs to you.

Please leave your Chalet clean and tidy, Kitchen & BBQ washed and rubbish disposed at reception car park. Drop your key on the reception table and leave any feedback on the note pad. Thank you for staying.

Self care

All of our visitors at Ecoasis are required to be full self responsible for their own wellbeing and considerate of our property, wild life and other guests. You are in a new environment with wild life around you, please be cautious.

Baths/Spas

The use of bath bombs, oils, botanical mater ie rose petals, glitter bombs is prohibited from use in baths or spa baths. As we are on septic systems, these contaminate the septic systems and pipes in the spas. Use of these will incur an additional cleaning fee. The use of plain Epsom salts & Magnesium is ok.

Water

All of our water is from rain, collected on the roofs into tanks. Sometimes the Tea tree and Eucalyptus leave a tannin colour in the water. As an extra precaution we treat our tanks with Hydrogen peroxide which is safe for cooking and bathing. Drinking water from Vene's spring is supplied in the water dispenser, if you run out, message and we will deliver.

Please be considerate of your water usage such as leaving taps running. Over spilling the bath, leaving the tap on and hence leaking the full tank of water will be charged accordingly.

Air Conditioner & Heaters

We value the earth and our precious resources, please turn off aircon, heaters and lights when out. Please do not use the heater or aircon with the doors or windows open. If your Chalet becomes moist from the condensation from the COLD air conditioner and/or steam from your bath, please use the extractor fan in the bathroom and the DRY mode on Air conditioning. Be cautions on the wooden stairs when wet.

Cleaning

All dishes are required to be cleaned, put away and the chalet left clean and tidy. Additional cleaning fees will apply if extra cleaning is required;

Gas BBQs

Please clean the BBQ after use and turn the gas bottle off. Tools in the bottom drawer in the kitchen.

Rubbish

Our bins are located at reception car park. Yellow lid is for recycling, red lid is general waste and compost is in the big black bin. Please dispose of all your rubbish before you leave or charges apply.

Furniture

Do not move our furniture or TV. To prevent damage to our floors and furniture and injury to our guests.

Charges apply to damaged furniture.

Mozzie Coils

Use only in the coil holder provided. These will burn any surface they are left on. For outdoor use only. Any damages to furniture or property will be charged repair or replacement costs.

Tea Lights

Tea Lights must be in tea holders provided. Please do not burn other candles in the chalets.

Smoking

Smoking is prohibited indoors. Ashtrays are provided on the outside decks for your use. DO NOT throw butts off the deck. Fines apply for smoking indoors or littering butts.

Vehicles

The speed limit throughout the resort is 10 km/h. The roads are shared by pedestrians and wildlife. Speeding drivers will be prohibited from driving through the resort and will be asked to leave their vehicles at the reception parking area.

Noise

The serenity of Ecoasis Resort is essential to all our guests. Please respect others and keep music, loud noise and disturbances to a minimum. The sound echoes through the valley. Drones They are not permitted to be flown on the property.

Pets

Pets are not permitted onsite, and guests will be asked to leave if there is a breach.

Additional guest:

All Chalets have 1 x Queen side bed and are designed for a one couple stay, other than range view that has two bedrooms and sleeps 4. Each chalet has a guest sofa bed for a couple only or a fold out bed for children. Please notify us of your extra guests or visitors, failure to do so will result in the termination of your booking with no refunds.

Day guests are your personal guests who can visit for free as long as they are not staying the night, and they are required be included in reservation guest list, no exceptions.

Booking Terms and Conditions

Check-in, Check-out

- Check-in is between 2pm- 3pm. If you require late, early or online checking, this must be pre-arrange. An online checkin fee applies if arriving after 5:30pm without prior arrangement. Sms your arrival time 0409 200 167.
- Check out is strictly by 10 AM
- All rooms are entirely non-smoking
- The guest will be required to provide a photo ID and credit card information (not debit card) at check in to cover incidental charges.

Bookings & Payments

- A minimum payment of 50% deposit is required to hold your reservation.
- Full payment is due 1 month prior to your arrival.
- Any balance payment including meals will be automatically debited from your booking credit card.
- Bookings must be secured by: MasterCard or Visa CREDIT card not a debit card.

Cancellations

- All cancellations must be in writing. Please email romance@ecoasis.com.au
- All cancelations or changes will incur a \$90 Admin fee.
- Cancellation over 2 months prior, 100% refund minus administration fee of \$90.00
- Cancellation over 1 month prior, 50% refund minus administration fee of \$90.00
- Cancellation from 30 days - 15 days prior, no refund but deposits are transferable within 6 months, for the same value of original booking.
- Cancellations within 14 days of check in date, no refund or transfer of deposit
- No-shows – tariff will be charged in full and all monies paid will be forfeited – including any ordered meals
- Many credit cards have built-in travel insurance and it is suggested that guests seek travel insurance to cover cancellations due to circumstances beyond your control, loss of deposits, medical and other emergencies.

Our In-house Menu

- All meals must be pre-ordered and pre-paid - no changes or cancellations can be made to food orders within 48 hours of your stay.
- All meals are subject to seasonal availability.
- It is your responsibility to inform us of any food allergies or intolerances that may affect you negatively.

Health & Safety

- Per Health & Safety regulations details of ALL guests (*day guests and overnight guests) must be provided prior to check in.

Length of Stay

- All chalets, have a minimum 2 night stay, except when single night space is created between bookings. Please enquire directly.
- Stay longer and save with our 3 day and 5 day rates.
- Short term accommodation for weekly, and monthly stay available - request details.

Additional Guest Fees

- All Chalets have 1 x Queen side bed and are designed for a couple other than range view that has two bedrooms and sleeps 4. Each chalet has a guest sofa bed for a couple only or a fold out bed for children.
- Additional guest fees:
 - \$50.00 p/p/night, for guests over the age of 16
 - \$25.00 p/p/night for guests between the age of 12 - 16 years of age
 - \$0.00 for *infants & children below the age of 12 if no additional linen is used
 - for infants (age 0- 3), cots are also available for hire at \$25.00 p/night
 - day guests are your personal guests who can visit for free as long as they are not staying the night, and they are required be included in reservation guest list, no exceptions.

Changes After Reservation

- Please ensure you select the right cabin for you. If you have any questions or requirements, please call the office to discuss them
- Changing cabins after check-in is subject to availability and will incur a change fee of \$90

Book direct with us for best deals!

- Get real time availability and better rates for different nights
- And remember to book early, In peak seasons we are usually full well in advance

Please note: These terms and conditions apply to direct bookings only. If you book through a third party such as www.booking.com you are agreeing to their

terms and conditions. Please ensure that you have read and understand those before booking your stay at Ecoasis.

Failure to adhere to our T&C may result in your booking being terminated without a refund.