



Gurrambalk Accommodation

Terms & Conditions

ACCOMMODATION FACILITIES

Lot 172

- UNITS 1 - 3: King single bed - air-conditioned with ensuite and bar fridge.
- UNITS 4 - 5: Double bed - air-conditioned with kitchenette and ensuite.
- Linen and towels provided.
- Shared kitchen, laundry and undercover sitting area.
- Kitchen fully equipped. Appliances for guest use include ovens, stovetops, microwave, toaster, kettle, sandwich press, fridge, freezer.
- Secure fencing with lockable gates.
- Off-road parking – suppliers / guests must let us know if parking is needed for trucks or plant machinery.
- No Wi-Fi or TV provided.

LOT 203

- UNITS 1 -15: King single bed - air-conditioned with ensuite and bar fridge.
- Linen and towels provided.
- Shared kitchen, laundry and undercover sitting area.
- Kitchen fully equipped. Appliances for guest use include ovens, stovetops, microwave, toaster, kettle, sandwich press, fridge, freezer.
- Secure fencing with lockable gates.
- Off-road parking – suppliers / guests must let us know if parking is needed for trucks or plant machinery.
- No Wi-Fi.
- TV's in some rooms but no signal.

BOOKING POLICY

All bookings are accepted on the basis that guests have read, understood and agree to abide by the *Terms and Conditions* and to act in accordance with *Yolŋu and Gapuwiyak Protocols*.

Booking process

1. Bookings are made by phone or email to accommodation@gongdal.com.au
2. Each booking is entered into Preno (our hotel management system).
3. A booking confirmation is then emailed to the supplier / guest with a request for credit card authorisation, purchase order or chargeback to secure the booking.
4. Bookings must be secured with a credit card authorisation, purchase order or chargeback.

PAYMENT POLICY

Payment is collected after guests have stayed, either by processing the credit card payment or we generate and send an invoice (if booking made by purchase order or charge back). Full payment is required within 7 days.

CANCELLATION POLICY

For bookings 1 - 7 days

- Cancel up to 3 days prior – no charge.
- Cancel up to 2 days prior – 1-night cancellation fee.
- Cancel within 2 days of arrival – full payment required.

For bookings 8 days or more:

- Cancel up to 21 days prior – no charge.
- Cancel up to 14 days prior – 50% of booking charge.
- Cancel up to 7 days prior – 75% of booking charge.
- Cancel within 2 days of arrival – full payment required.

For take-or-payay bookings

- If we can fill the room, no charge.
- Otherwise, cancellation policy applies as above.

CHECK-IN AND CHECK-OUT – LOT 172

Check-in

- **Check in time is from 2:00 pm** unless organised by prior agreement.
- If guests wish to check in earlier than 2:00 pm, please let us know preferred arrival time when at time of booking or contact us at least 48 hours prior to arrival.
- We are unable to guarantee an early check in unless guests have booked an additional night to accommodate for this.
- Keys to units are in the key safe next to the door of each unit. Please text or call 0499 014 062 for unit number and code on arrival).

Check-out

- **Check out time is before 12:00 pm.**
- Ensure all windows are closed and locked, and air-con is on.
- Lock unit door, return key to the key safe, scramble the lock and pull up the key cover.
- We can help store bags if required.

CHECK-IN AND CHECK-OUT – LOT 203

Check-in

- **Check in time is from 2:00 pm** unless organised by prior agreement.
- If guests wish to check in earlier than 2:00 pm, please let us know your preferred arrival time when you book or contact us at least 48 hours prior to your arrival.
- We cannot guarantee an early check in unless you have booked an additional night to accommodate this.
- Keys to rooms can be picked up from the Gong-Dal Office (Lot 203). Office is open from 8.30am-4.30pm.
- If office is unattended please call Brianna on 0499 014 062.
- Guests must let us know if arriving after 4.30pm so we can make an alternative arrangement.

Check-out

- **Check out time bookings is before 12:00 pm.**
- Ensure all windows are closed and locked, and air-con is on.
- Lock door and return key to the GDAC Office.
- If leaving before 8.30am or office is unattended, leave key in your room and lock the door.
- We can help store bags if required.

EXTENDING BOOKINGS AND STAYS

- We will do our best to accommodate extensions to bookings or stays.
- However, these cannot be guaranteed and are subject to other bookings in place.

KEYS AND COMBINATION LOCKS

- Guests should keep their room key with them at all times.
- All guests and tenants are responsible for the safekeeping of keys.
- All keys are to be returned upon departure.
- Please report bent keys.
- A replacement fee of \$50.00 may be charged for missing, bent or broken keys.

LOT 172 KEYS

Gate

- Padlock code will be sent in booking confirmation email.
- Please keep the gate locked at night and during the day if no-one else is in the compound.

Units

- Unit keys unlocks accommodation unit as well as the kitchen and laundry.
- Do not force keys.
- Tip for Units 1, 2 and 3: make sure doors are fully closed before turning keys & turn gently. Always remove key from glass door lock to avoid hitting it when shutting the screen door, which will bend or break the key.
- Tip for Units 4 and 5: push against door as turn key in lock or open the latch.

Kitchen and Laundry

- Please keep the kitchen and laundry locked at all times when not in use.
- Tip for kitchen, laundry, Units 4 and 5 doors: push against door as turn key in lock or open the latch.

LOT 203 KEYS

Gate

- Padlock code is 3202 (line up numbers with black lines either side at top of panel).
- Guests must lock gate when leaving and at night for security.

Units

- Unit key only unlocks unit doors.
- Please keep your key with you at all times as doors can self-lock when they close.
- Tip for Units 13 - 15: hold handle still and pull the door towards while turning the key on the lock.

Kitchen

- Glass sliding door: keys to screen and glass door are in the key safe on end of UNIT 1 (opposite Unit 12) next to switchboard.
- Other door: keys in key safe on back LHS pole in undercover area.
- Kitchen keys **MUST** be returned to key safes after unlocking kitchen doors.
- Kitchen **MUST** be locked after use if you are the last person out.
- Kitchen doors must be locked at all times when not in use.

Laundry

- Key on key safe on back pole next to the laundry.
- Guests must lock laundry door and put key back into key safe if they leave the laundry unattended and after use.

COMBINATION LOCK CODES

- All combination lock codes are listed on the inside of unit doors.

CLEANING

- Rates include a separate, mandatory cleaning fee for each room clean. A clean is carried out on check out or weekly for longer stays.
- Guests need to arrange with the office for weekly cleans so we can access rooms.
- Cleaning includes a change of linen and towels.
- Guests may request additional cleaning and linen changes provided 48 hours' notice is given. A fee will be charged for this service.
- All bookings are accepted on the basis that all clients maintain the cleanliness of the property in accordance with these Terms and Conditions.
- GDAC reserves the right to access the unit for the purpose of undertaking property checks and cleaning services.
- If a unit is found to be left in an unreasonable state at check out, there may be excess cleaning charges involved. This will be determined on a case to case basis and a member of our team will contact the guest / supplier to advise of any excess cleaning charge.

PARKING AND SECURITY

- Vehicles are parked in Lots 172, 203 and 239 at your own risk.
- Do not leave anything of value in your vehicle.
- Guests can only park vehicles on the premises in specifically designated areas.
- For your security gates should be shut and locked at night and during the day when there is no one at the accommodation.
- Heavy vehicles (other than 4WDs), plant, trailers and equipment associated cannot be parked or stored at Gurrumbalk Accommodation without prior written permission from GDAC.

LIABILITY FOR GUEST LOSS AND DAMAGE

- In accordance with section 6 of the *Accommodation Providers Act 1981* (NT) and as advised by our signage on site, our liability for any theft or damage of your property is limited to 750 "monetary units". (As at November 2023 this amounts to \$855, but the amount is indexed on an annual basis.)
- We recommend against bringing large sums of cash onto the accommodation premises.
- All Gapuwiyak businesses offer credit/debit card facilities including the ALPA Store, Art Centre & fuel bowsers.

GUEST LIABILITY FOR LOSS AND DAMAGE

- Guests are responsible for all breakages and damage caused to the property, its furniture and fittings, as well as any consequent loss suffered by GDAC.
- Any such breakages, damage or loss must be reported immediately to GDAC and paid for prior to departure.
- Failure to comply with this condition will result in a debit of any such costs and expenses being charged to the guest / supplier.
- GDAC accepts no responsibility for any items left behind by guests.

SMOKING AND VAPING

- Smoking (including but not limited to vaping and medicinal products) IS NOT PERMITTED inside any of GDAC accommodation, office or shared spaces, in accordance with the relevant laws and regulations.
- If in doubt please follow the non-smoking signs on-site or ask any of GDAC staff.
- If it is found that a smoke smell prevents GDAC from re-letting the accommodation or office space, additional room charges will be charged to you.
- Smoking only permitted in designated smoking areas and away from buildings and shared use spaces.

ALCOHOL AND OTHER DRUGS

The possession, consumption, sale or supply of any drug which is prohibited or restricted is STRICTLY PROHIBITED at Lot 172, 203, 239, in Gapuwiyak and surrounding lands.

Gapuwiyak is an alcohol 'restricted area' or 'dry community'. NO ALCOHOL IS PERMITTED in Gapuwiyak or any of the surrounding areas including Homelands.

- At no time should guests bring alcohol with when travelling to or visiting Gapuwiyak or any Homeland.
- The possession and/or consumption of alcohol or any other restricted drug or substance will result in immediate eviction and be reported to the Police. No refund will be given for the remainder of any booking.

VOLATILE SUBSTANCES

Gapuwiyak has a Management Plan that controls the possession, sale and supply, use and storage of volatile substances that can cause individuals and communities harm.

Volatile substances give off fumes or vapours that when inhaled, can cause significant side effects and damage to the user's brain over a period of time.

Volatile substances include but are not exclusive of the following: intoxicating fuels for vehicles (petrol), butane gas (lighter fluids), aerosol paints and sprays (spray paint), glue and correction fluids.

- Unauthorised possession, sale and supply, use and storage of volatile substances may result in immediate eviction. No refund will be given for the remainder of any booking.

Storing fuel & volatile substances

- If guests have any volatile substances, they MUST look after these products, keep them contained and use them only for authorised purposes.
- For more information visit: <http://www.eastarnhem.nt.gov.au/visiting-community-info/>.
- GDAC has a chemical storage container at Lot 203. Please organise use of this with us prior to arrival.
- Guests are not to store fuels or volatile substances in their rooms.

WIFI, INTERNET AND TELEVISION

- Currently Internet access is not provided.
- Guests will need to hot spot to their own mobile device to use the Internet.
- We do not have TV signal. Some units have televisions but these are not connected.

AIR-CONDITIONING

Air-conditioning must be operated at 24 degrees Celsius or lower to manage humidity and prevent mold.

Guests must not turn off air conditioning when they leave their unit during the day or on check-out.

- All enclosed units are air-conditioned.
- Guests must leave air-conditioners ON when they leave their unit.

OCCUPANTS AND USE

Accommodation

- All accommodation must ONLY be used for private use and to accommodate the number of guests stated on your booking confirmation.
- Please check with us if this changes during your stay.

Office & business use

- Offices are to be used for commercial purposes ONLY in accordance with the type of business detailed in your *Conducting Business Form*, and cannot be used for accommodation purposes.
- Non-government and commercial organisations, consultants or contractors who wish to conduct business at Gurrumbalk Accommodation must complete a *Conducting Business Form* to provide details of the type of business activities you intend to undertake for the duration of your booking and obtain written approval from GDAC.
- Public Liability Insurance: You are also required to have your own Public Liability Insurance and will need to provide a copy of your Certificate of Currency at the time of booking.
- If the nature of your business changes during your stay, you must inform GDAC of this in writing.

Common areas

Common Areas include kitchen, living, ablutions, under-cover area, parking, camp fire

- All Common Areas are shared spaces and must be used responsibly and kept tidy and clean at all times.
- Guests usage of common areas must not unreasonably interfere with others (including other guests and tenants) reasonable use and enjoyment of the shared space. This includes meetings and mobile phone conversations.
- Please keep common areas tidy and clean. It is guest responsibility to clean up any mess and remove any rubbish from use of the common areas.
- Ensure that after each use, the kitchen and cooking facilities – including the stovetop, griller, oven, benches and sink area as well as utensils, cutlery, cookware or dinnerware – are left clean (washed, wiped, dried, put away) and ready for use by the next person.

VISITORS AND FUNCTIONS

Visitors

- Gurrumbalk Accommodation is a shared space. Guests are responsible for the behaviour and actions of their visitors whilst on the premises.
- Visitors are not allowed to stay overnight unless written approval has been granted by GDAC.
- Additional fees may apply and are at the discretion of GDAC to determine on a case by case basis.

Functions

- No 'functions' (including BBQ's or meals for people other than guests) may be conducted unless prior written permission from GDAC is obtained.
- If permission for a function from GDAC, is granted, guests will be responsible for cleaning all areas used immediately after the function has finished including the ablutions block.
- Additional fees will apply if additional cleaning is required to be determined at the discretion of GDAC.
- Guests will also be responsible for any breakages or damage incurred and these will be charged to the guest.

PETS AND ANIMALS

- No pets are allowed either onto the grounds of the property nor inside the accommodation unless an arrangement has been made with GDAC in writing.
- Any pets otherwise found in accommodation properties will result in a termination of your booking and additional deep cleaning charges WILL apply.

There are often cats and sometimes dogs at Lot 172 in particular. These belong to residents.

- **Guests are NOT to encourage or feed local cats or dogs. This creates an environmental health issue and is a problem that others have to deal with when guests leave.**
- There are spray bottles guests can use to deter cats.
- Be aware that cats on steps are a tripping hazard.
- If animals are hanging around or causing concern, please let GDAC staff know.
- Shutting gates and doors is the best way to keep animals out of the premises and your rooms.
- We recommend guests carry a stick with them if walking around the community to deter 'cheeky dogs'.

CAMP FIRES

- Camp fires may be lit outside ONLY in designated campfire places.
- **Guests MUST NOT use any of the kitchen pots and pans on the camp fire.**
- Please have a 10L bucket of water nearby for safety.
- Guests must completely extinguish fire with water when they have finished using it.
- DO NOT leave a lit campfire unattended at any time.

YOLŃU AND GAPUWIYAK PROTOCOLS, AND CULTURAL SAFETY

- Guests should read the **YolŃu and Gapuwiyak Protocols** (following). These will help keep guests and community members culturally safe.
- For further advice or more information please ask the GDAC directors and staff who are keen to help and support guests.
- The **Gapuwiyak Culture and Arts Centre** also provides cultural advice and information and is an important place to visit to learn about YolŃu culture, meet local artists, and to purchase beautiful local art and a good espresso coffee.

DISCLAIMER

By accepting their booking, suppliers and guests acknowledge and agree that they have read these terms and conditions, and furthermore, that Gong-Dal Aboriginal Corporation will not be held responsible nor liable for any injury or loss suffered by the tenants, guests, their invitees or visitors whatsoever or howsoever caused:

- a. whilst I/we are in occupancy of the accommodation due to my/our failure to comply with the Term and Conditions;
- b. due to negligence on my/our /their part.
- c. as a result of insects or wildlife in or around the accommodation site. All occupants are to take specific care at all time and requested not to approach any wildlife under any circumstances.