



# Sage Manor Retreat Space – HOST & FACILITATOR

## Terms and Conditions

Welcome to **Sage Manor Retreat Space**, your destination for luxury, tranquillity, and revitalisation. By making a reservation, you agree to abide by the following Terms and Conditions, which are designed to ensure a safe and enjoyable experience for all guests.

Mayhem VIP Events Pty Ltd trading as Sage Manor Retreat Space in this document is referred to as the **Host**.

The party hiring our venue and services is referred to as the **Facilitator**. In the case of a venue-only booking, the hirer assumes the role of both **Host** and **Facilitator**.

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### 1. Reservations

- 1.1 Reservations can be made via email or phone and are subject to availability.
- 1.2 A booking is only confirmed upon receipt of the required deposit.

### 2. Minimum Stay and Minimum Spend

- 2.1 A minimum stay of two (2) nights applies to all bookings.
- 2.2 Longer minimum stays may be required during peak periods, public holidays, or special events.
- 2.3 A **minimum spend of \$5,000** applies to all bookings that include venue hire and catering at Sage Manor Retreat Space.
- 2.4 A **minimum spend of \$1,000** applies to bookings for **Kookaburra Cottage** only. Longer minimum stays may be required during peak periods, public holidays, or special events.

### 3. Payment Terms

- 3.1 A non-refundable deposit of \$2,000 is required to secure your booking.
- 3.2 A second payment of \$2,500 is due 90 days prior to your event.
- 3.3 The remaining balance must be paid in full no later than 21 days before check-in.
- 3.4 Payments may be made via credit card, bank transfer, or another approved method.

### 4. Cancellations and Refunds

- 4.1 Cancellations made more than 150 days before check-in will receive a full refund of the deposit.
- 4.2 Cancellations made within 150 days of check-in will result in forfeiture of the deposit.
- 4.3 No refunds will be issued for no-shows or early departures.

### 5. Check-in / Check-out

- 5.1 Facilitator check-in: 12:00–12:30 PM | Guest check-in: from 2:30 PM
- 5.2 Check-out time: 1:30 PM
- 5.3 Early check-in or late check-out is subject to availability and may incur additional fees.

## 6. Security Deposit

- 6.1 A security deposit is not required for full residential retreat bookings unless otherwise specified.
- 6.2 A **\$750 security deposit** applies to **venue-only bookings** and is payable prior to arrival. This bond is refundable, provided the property is left in the same clean and undamaged condition in which it was provided.
- 6.3 The bond is subject to the terms outlined in our **Security Bond Guidelines**, which form part of these Terms and Conditions and must be agreed to in advance. Examples of potential forfeiture include unclean ovens, damage to carpets, stained bedding, improper use of kitchen facilities, or failure to report breakages.
- 6.4 In cases of significant damage, neglect, or insurance claims, **the full bond may be retained**.

## 7. Guest Numbers

- 7.1 Maximum occupancy is 10 guests in the main house and 4 guests in Kookaburra Cottage.
  - 7.2 Additional guests require prior approval and may incur extra charges.
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# Venue Use and Responsibilities

## 8. House Rules

- 8.1 Guests must comply with all house rules provided prior to or during the stay.
- 8.2 Smoking is prohibited indoors.
- 8.3 Pets are not permitted.
- 8.4 Yoga equipment (bolsters, straps, blocks, blankets) is provided for up to 14 guests and must be returned in good condition.
- 8.5 The internal fireplace and outdoor firepit must never be left unattended and must be fully extinguished after use.

## 9. Yoga Studio & Equipment Use

- 9.1 Use of the yoga studio and equipment is at the guest's own risk.
- 9.2 Guests are responsible for exercising within their limits and for seeking medical advice before participating, if needed.

## 10. Food & Allergy Disclaimer

- 10.1 While all care is taken in food preparation, we cannot guarantee allergen-free meals.
- 10.2 Guests are responsible for notifying us of any dietary restrictions.

10.3 Sage Manor Retreat Space accepts no liability for allergic reactions or food-related illnesses.

## 11. Damages & Property Condition

11.1 The Facilitator is responsible for any damage, breakage, or loss caused by themselves, their guests, or external contractors.

11.2 All costs associated with repairs or replacements will be charged to the Facilitator.

## 12. External Contractors & Suppliers

12.1 Any external suppliers (e.g., caterers, entertainers, stylists) must be approved by Sage Manor in advance.

12.2 Contractors must provide proof of public liability insurance upon request.

12.3 The Facilitator is liable for any damage or disruption caused by external vendors.

## 13. Delivery, Setup, and Equipment

13.1 Deliveries must be coordinated and approved prior to arrival.

13.2 Setup and pack-down must be completed within agreed times.

13.3 The Facilitator is responsible for ensuring any third-party equipment is safe and compliant with local regulations.

## 14. Maintenance and Repairs

14.1 All issues must be promptly reported.

14.2 Sage Manor staff may enter the property as necessary for maintenance or repairs with appropriate notice.

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# Legal, Insurance, and Risk

## 15. Liability Waiver

15.1 Guests enter and use the premises and facilities at their own risk.

15.2 Sage Manor Retreat Space and **Mayhem VIP Events** shall not be responsible or liable for any injury, illness, loss, damage, or mishap sustained arising from your stay at Sage Manor Bowral.

15.3 By confirming your booking, you agree to release, waive, discharge and hold harmless **Sage Manor Bowral** and **Mayhem VIP Events** from all liabilities, claims, or demands resulting from any untoward incident, including but not limited to injury, loss, damage, or death.

15.4 Sage Manor Retreat Space does **not hold a liquor licence**. Alcohol may be consumed at the property at your own risk.

15.5 If a Facilitator arranges a wine tasting or serves alcohol, it is solely the **responsibility of**

**the Facilitator** to manage their guests' participation and ensure appropriate conduct.  
15.6 Guests and Facilitators are encouraged to hold their own event or travel insurance.

## **16. Insurance**

16.1 Facilitators engaging in large-scale or third-party activities should hold appropriate public liability and event insurance.

## **17. Force Majeure**

17.1 We are not liable for failure to perform obligations due to events beyond our control (e.g., natural disaster, government restrictions, pandemics).

17.2 In such cases, we will work to reschedule or issue credit where possible, but refunds are not guaranteed.

## **18. Governing Law**

18.1 These Terms and Conditions are governed by the laws of New South Wales.

18.2 Any disputes arising shall be resolved in the courts of New South Wales.

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## **Other Terms**

### **19. Privacy and Data Protection**

19.1 Personal information is collected solely for booking and operational purposes and will not be shared without consent, except as required by law.

19.2 All information is managed in accordance with Australian Privacy Principles (APPs).

### **20. Policy Updates**

20.1 Sage Manor Retreat Space reserves the right to amend these Terms and Conditions at any time.

20.2 The most current version will be available on our website.

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**By confirming a booking, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.**

We look forward to welcoming you to Sage Manor Retreat Space.