

UNDARA EXPERIENCE

Location Address: Undara Volcanic National Park, Savannah Way, Mount Surprise QLD 4871

Website: www.undara.com.au

The G'day Group is pleased to offer you contracted Nett rates for Undara Experience (contracted at **20%** off the Gross static rate).

This is a place where you can explore natural geological wonders, enjoy the comforts and hospitality of a unique outback setting and where the local wildlife are as abundant, as they are at home, in their surroundings. The day begins with bird song and ends with a golden sunset. In between, there's a wealth of things for you to see and do, catering to people of all ages and abilities.

Property Features:

- Ringers' Camp Bush Breakfast
- Fettle's Iron Pot Bistro
- Saloon Car Bar
- Kiosk / Store
- Swimming Pool
- BBQ
- Reception/Tour Desk

FIT RATE valid 1 April 2022 to 31 March 2023 (based on twin share, unless otherwise stated)

Room Type	Bedding Configuration	High Season Room Only NETT RATE (GROSS)	Peak Season Room Only NETT RATE (GROSS)	Additional Adults – per person, per night. NETT RATE (GROSS)	Additional Children – per person, per night. NETT RATE (GROSS)
Railway Carriage- Queen	Queen / 1 Sofa Bed*	\$152.00 (\$190.00)	\$167.20 (\$209.00)	\$20.00 (\$25.00)	\$20.00 (\$25.00)
Railway Carriage- Twin	2 Singles / 1 Sofa Bed*	\$152.00 (\$190.00)	\$167.20 (\$209.00)	\$20.00 (\$25.00)	\$20.00 (\$25.00)
Pioneer Huts	1 King Split/ 1 Sofa Bed*	\$164.00 (\$205.00)	\$180.40 (\$225.50)	\$20.00 (\$25.00)	\$20.00 (\$25.00)
Homesteads	1 King Bed	\$176.00 (\$220.00)	\$193.60 (\$242.00)	N/A	N/A
Swag Tent- Twin	2 Singles	\$65.60 (\$82.00)	\$72.16 (\$90.20)	N/A	N/A
Swag Tent- Quad	4 Singles	\$104.80 (\$131.00)	\$115.28 (\$144.10)	Pricing based on 1-4 pax	Pricing based on 1-4 pax
Swag Tent- Family	Double / 2 Singles	\$104.80 (\$131.00)	\$115.28 (\$144.10)	Pricing based on 1-4 pax	Pricing based on 1-4 pax

*Sofa Bed \$25 per stay (non-commissionable), if required please advise on booking.

Breakfast: Bush Breakfast available to all FIT guests for additional cost of \$27.50 Gross, \$22.00 Nett per adult, per day and \$13.50 Gross, \$10.80 Nett per child, per day.

Child Policy: 0-2 years, Infant FOC in existing bedding & 3-16 years, additional child rate applies.

Seasonal Dates:

Open & Closure Dates: 21 March 2022 – 31 October 2022 (all guests must depart by 10am on 01 November 2022)

High Season: 21 March 2022 – 31 March 2022; 18 April 2022 – 21 April 2022; 26 April 2022 – 28 April 2022; 03 May 2022 – 23 June 2022; 18 July 2022 – 15 September 2022; 04 October 2022 – 31 October 2022

Peak Season: 01 April 2022- 17 April 2022; 22 April 2022 – 25 April 2022; 29 April 2022 – 02 May 2022; 24 June 2022 – 17 July 2022; 16 September 2022 – 03 October 2022.

Trade Reservations

Phone: +618 8219 3086

Email: trade@discoveryparks.com.au

MEALS, TOURING & PACKAGES:

Undara Meal Rates (Groups Only)

MEAL	Per Adult, NETT RATE (GROSS)	Per Child, NETT RATE (GROSS)
Bush Breakfast – <i>Also available for FIT guests</i>	\$22.00 (\$27.50)	\$10.80 (\$13.50)
Lunch (1 course ploughman's platter)	\$20.00 (\$25.00)	\$10.00 (\$12.50)
Dinner (3-course)	\$36.00 (\$45.00)	\$18.00 (\$22.50)

Undara 2022-23 Touring Rates

Child policy: 0-2 years FOC, 3-16 years child rates apply.

Activity	Per Adult, NETT RATE (GROSS)	Per Child, NETT RATE (GROSS)
Archway Explorer	\$50.40 (\$63.00)	\$24.00 (\$30.00)
Windtunnel Explorer*	\$50.40 (\$63.00)	\$24.00 (\$30.00)
Wildlife at Sunset	\$50.40 (\$63.00)	\$24.00 (\$30.00)

*Children under the age of 5 years and infants are not recommended to join the Windtunnel Explorer.

2022-23 YEAR ROUND PACKAGE RATES

<u>1UNG- 1day outback experience</u>	<u>2UNG- 2day outback experience</u>	<u>1SDDBB (Min 2 pax)- Swags</u>
- Accommodation (Railway Carriage) 1-night - Lunch x 2 - Dinner x 1 - Bush Breakfast x 1 - Wildlife at Sunset x 1 - Archway Explorer x 1	- Accommodation (Railway Carriage) 2-nights - Lunch x 3 - Dinner x 2 - Bush Breakfast x 2 - Wildlife at Sunset x 1 - Archway Explorer x 1	- Accommodation (Swag Tent) 1-night - Dinner x 1 - Bush Breakfast x 1 - Wildlife at Sunset x 1 - Archway Explorer x 1

Package	Per Adult, twin share NETT RATE (GROSS)	Per Child, twin share NETT RATE (GROSS)	Single Supplement NETT RATE (GROSS)	Upgrade to Pioneer Hut (per person) NETT RATE (GROSS)	Upgrade to Homestead (per person) NETT RATE (GROSS)
1UNG- 1 nt (1day outback experience)*	\$256.80 (\$321.00)	\$147.20 (\$184.00)	\$72.00 (\$90.00)	\$12.00 (\$15.00)	\$16.00 (\$20.00)
2UNG- 2nt (2day outback experience)*	\$397.60 (\$497.00)	\$244.00 (\$305.00)	\$72.00 (\$90.00)	\$12.00 (\$15.00)	\$16.00 (\$20.00)
1SDDBB (Min 2 pax)- Swags	\$173.60 (\$217.00)	\$89.60 (\$122.00)	N/A – min 2 pax	N/A	N/A

CANCELLATION TERMS:

FIT Bookings

When cancellation occurs:	Cancellation fees:
14 days or more prior to check-in	Nil fees apply
14 days – 73 hours (4 days) prior to check-in	One (1) night's accommodation or 25% of the total accommodation (whichever is greater).
72 hours or less prior to check-in	100% cancellation fee equivalent to full contracted rate per confirmed room per night, transfers, and pre-booked day tours.
Early Departure or no-shows	100% cancellation fee equivalent to full contracted rate per confirmed room per night, transfers, and pre-booked day tours.

Group Bookings

The contracted FIT rates may not always be honoured for group reservations. We will assess each group based on the occupancy and demand at the property for the requested stay dates.

Accommodation Groups:

- A group is considered 7 rooms or more

When cancellation occurs:	Attrition:	Cancellation payment:
91 days or more prior to check-in	No penalty for group wash	No cancellation payment
90 – 61 days prior to check-in	20% wash without penalty	20% of total rooms revenue above the allowed attrition
60 – 46 days prior to check-in	10% wash without penalty	50% of total rooms revenue above the allowed attrition
45 days or less prior to check-in	Rooming list required- All wash incurs penalty	100% of contract rate for all confirmed accommodation, pre-booked meals, conferencing, functions, transfers, visitor permits and day tours
Early Departure or no-shows		100% cancellation fees for all confirmed accommodation, pre-booked meals, conferencing, functions, transfers, visitor permits and day tours

Group Bookings Complimentary (FOC) Policy

The G'day Group will approve 1 x FOC room for a bona-fide tour escort/group leader per every 10 paying rooms. This is capped at a maximum of 2 x FOC rooms for two bona-fide tour escort/group leaders (i.e. the 11th & 22nd rooms are FOC) per group.

- The FOC policy cannot be utilised for a paying guest.
- FOC rooms to be included in booking numbers and clearly indicated at the time of sending your booking request.
- If final numbers are below 10 paid rooms, the trade partner will be charged the quoted group rate for the tour escort/group leader.
- Run of house accommodation to be provided FOC, not guaranteed to be same category quoted for the group.
- Pre-booked meals to also be provided FOC. Any F&B arranged once on-site will be at the cost of the operator.
- During peak periods (such as Easter and Christmas holidays), the FOC policy may not be able to be honoured. This will be advised at the time of booking.
- FOC policy does not apply to camping groups eg, Site bookings.

Static Rates:

Please note all properties are subject to dynamic yielding, meaning our Revenue and Distribution team may apply minimum length of stay or stop-sell contracted rates, dependent on occupancy and demand. You may only re-sell these contracted rates as part of a package, this is imperative to ensure your contracted rates remain opaque and not exposed to the market.

Example: you cannot promote a 1nt stay at Undara, without packaging it up with other components.

Payment terms:

The G'day Group have taken a streamlined approach to our trade processes. Moving forward, all trade partners will be required to work with us on credit terms. All credit partners have 30-day payment terms, per the Credit Application accompanying this rate sheet.

All accommodation bookings will be issued an invoice upon a guest departure or in the event that the booking cancels and fees are incurred. Day tour bookings (without accompanying accommodation), will be invoiced monthly, with the same 30-day payment terms.

Our Trade partners will be invoiced for all components which are added to the booking, prior to the guest arriving.

Example: If you request accommodation, transfers, activities or meals prior to the guest arrival, these will be invoiced to you upon guest checkout. Should the guest contact us directly to add touring or additional requests to their booking (Prior to their arrival), they will be directed to arrange these with their booking agent.

Any touring or additional requests by the guests upon their arrival or throughout their stay, are considered as incidentals and will be settled by the guests directly.

Bank Details:

Account Name	Discovery Holiday Parks Pty Ltd – Undara Experience
Institution	Commonwealth Bank of Australia
BSB	065 000
Account No	1260 6553
BIC/SWIFT Code	CTBAU2S

Reservations & Trade Sales Contacts

Phone: +618 8219 3086 Email: trade@discoveryholidays.com.au	FIT Bookings
Phone: +618 7210 9610 Email: groups@gdaygroup.com.au	Group Reservations
Email: lkean@gdaygroup.com.au	Leanne Kean Reservations Manager
Email: hwight@gdaygroup.com.au	Hannah Wight Sales Support Coordinator
Phone: +61 411 474 295 Email: bsargent@gdaygroup.com.au	Bianca Sargent Trade & Experience Manager

Existing bookings will be honoured, all new reservations commencing Monday, 28 March 2022 will be realigned to the above rates, terms and conditions and payment terms.

These terms and conditions relate to the Contracted Inventory provided by G'day Group. By signing these terms and conditions you agree to be bound by them. If G'day Group accepts a booking from you, then G'day Group accepts that booking on the basis of these terms and conditions.

These rates will be read and applied in conjunction with terms outlined in the *2022-23 Trade Partner Distribution Terms and Conditions* and *Trade Partner Credit Application*.


Signature of acknowledgement


Name

14.4.2022
Date of acknowledgement