

TRADE SALES KIT

1 April 2023 - 31 March 2024



koala *sanctuary*
PORT STEPHENS



Port Stephens

2 1/2 Hours Drive

Sydney

About the *sanctuary*

Port Stephens Council in partnership with Port Stephens Koalas has created a Koala Sanctuary to ensure first class care to sick, injured and orphaned koalas.

Open daily, 9am to 5pm, the Koala Sanctuary offers visitors a unique opportunity to see koalas in their natural habitat. It also supports their long-term rehabilitation and preservation.

Visitors to the sanctuary will enjoy:

Unique experiences with Koalas in a natural and idyllic bushland setting

Tailored education sessions from local guides on koala care, rehabilitation and return to the wild

A new opportunity to directly contribute to the preservation of local Koalas in Port Stephens

sanctuary Admission

(Per Person - includes GST 1/4/23 - 31/3/24)

Adult: \$28 (14 years +)

Child: \$15 (4 - 13 years)

sanctuary Offers

Koala Centre: Visitor admissions and guest reception

Sanctuary Story Walk: Offering visitors an immersive educational experience of Koala habitat & the plight affecting Koala today

Koala Hospital: Visitors will be given direct access to the hospital via a purpose-built viewing window

Newcastle Airport SKYwalk and Elevated Viewing Platform: Offering a unique tree top perspective into the Koala's natural habitat, a perfect photo opportunity

sanctuary Features

Fat Possum Cafe: Offering a range of 'grab and go' eats and treats and a range of quality souvenirs in a tranquil bushland setting

sanctuary Accommodation

Wake up with the Koalas by staying in a 4 star glamping tent that includes a king size bed, ensuite and lux furnishings plus unlimited entry into the Koala Sanctuary, on arrival hamper, in room breakfast and a exclusive morning Koala Viewing.

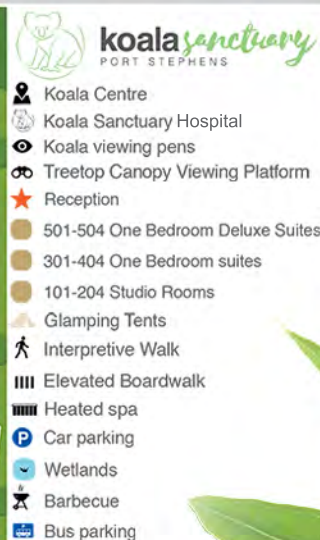
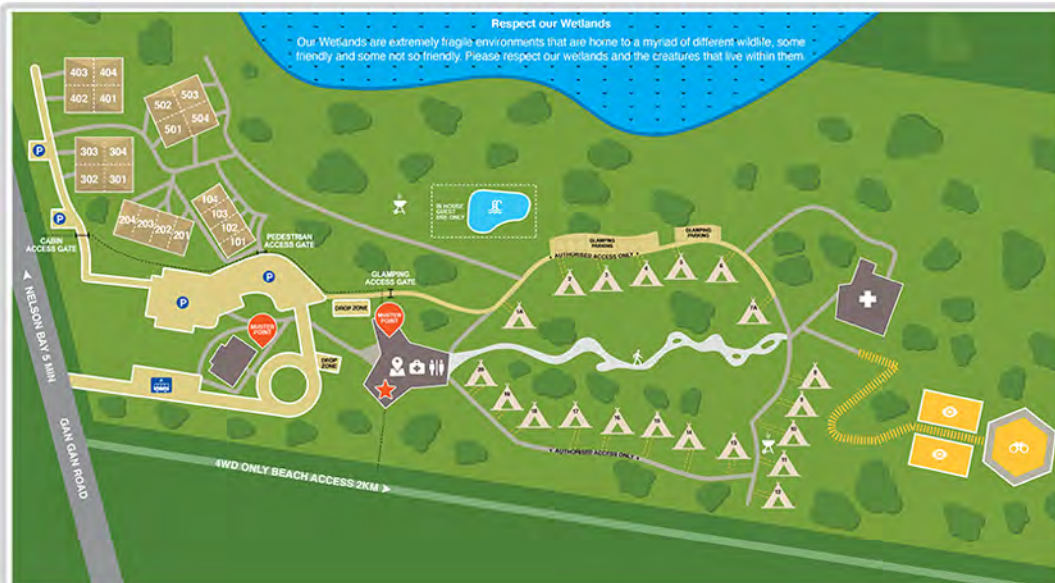
Or stay in one of our 1 Bedroom Deluxe suites or Deluxe Studio motel style rooms that also includes unlimited entry into the Sanctuary, in room breakfast ingredients and a exclusive morning Koala Viewing.

What to bring

Visitors are encouraged to follow the Cancer Council's SunSmart guidelines including applying sunscreen and insect repellent as well as using sun protection such as hats, sunglasses and long sleeve shirts.

Group Bookings

The Port Stephens Koala Sanctuary will be open every day from 9am - 5pm (except Christmas Day). Booking deadline will be 48 hours prior to the day of arrival. Both Mastercard and Visa will be accepted.



sanctuary Contact

James Cook,

Business Development & Marketing Manager

+61 2 4988 0800

koalasanctuary@portstephens.nsw.gov.au

portstephenskoalasaustralia.com.au

Conditions of Trade

Sanctuary General Admissions Entry

Rate Validity Dates

(i) 1st April 2023 to 31st March 2024

Opening Time

Open Every day 9am – 5pm (except closed on 25 December). Seasonal close 4pm in Winter (Jun - Aug)

Free of Charge (FOC) Policy

Admission/Entry: 1 FOC for every 10 pax booked

Admission Inclusions

Entry, Sanctuary Story walk, SKYwalk & viewing platform access

Confirmation of Group No.

Group/Tour Booking numbers confirmed 48 hours prior to day of visit

Min. Group / Guest Numbers

Group/ Tour Bookings minimum 10 pax

Rates

(i) Admission Entry rates are in Australian Dollars & include Goods and Services Tax (GST)

Cancellation Policy

- (i) A Group/Tour Booking cancelled, in writing to the Koala Sanctuary, more than 48 hours prior to day of visit, no charge
- (ii) A Group/Tour Booking cancelled within 48 hours prior to day of visit, 50% of the contracted Admission Rate applicable charged

Definitions: Infant/Child/Adult

0-3yrs Old FOC | 4-13yrs Old (Child rate)
14+ (Adult rate)

Banking Details

BSB: 062-818
Account No: 10420086
Account Name: PSC - Holiday Parks

Payment Policy

Credit Account

ITO's that require an account must complete a **Port Stephens Koala Sanctuary Credit Application** form and submit for approval.

If granted the Payment Policy for Port Stephens Koala Sanctuary is as follows:

Where credit approval has been granted by the Koala Sanctuary to an operator:

- (i) Operator's vouchers will be fully accepted
- (ii) Full payment (invoiced at the end of each month) is required no later than 30 days from date of invoice

No Credit Approval Granted - Credit Card Payments

Where credit approval has not been granted by the Koala Sanctuary, full prepayment will be required as set out below:

- (i) Payment by credit card in full of the Contracted General Admissions Entry rate must be made on the day for the group.
- (ii) Credit Card payments are based on a minimum 10 pax per group

No Credit Approval Granted - Cash/Eftpos Payments

- (i) Payment in full of the Contracted General Admissions Entry rate must be made on the day by cash/eftpos for the group.
- (ii) Cash/Eftpos payments are based on a minimum 10 pax per group

Deposit Policy

Where credit approval has been granted by the Koala Sanctuary, no deposits are required. During traditional high occupancy periods, the Koala Sanctuary may exercise the right to request a deposit on 'ad hoc' group bookings

Any Special Conditions

Booking Terms and Conditions of Trade subject to change at any time without notice

Contact Details

Port Stephens Koala Sanctuary
562 Gan Gan Road, ONE MILE, NSW 2316
 +61 2 4988 0800
 koalasantuary@portstephens.nsw.gov.au
 www.portstephenskoalasantuary.com.au

Damages and Responsibilities

Visitors & guests are responsible for any damages and that the Port Stephens Koala Sanctuary accepts no responsibility for property etc.

Conditions of Trade

Sanctuary Accommodation

Accommodation Inclusions

Specified Accommodation, specified catering, Unlimited attraction entry, Sanctuary Story walk, SKYwalk & viewing platform access and specified Guided Tour/s and/or exclusive morning Koala Viewing

Minimum Stays

(i) 1 night minimum stay applies to all bookings

Rates

- (i) Accommodation rates are in Australian Dollars & include Goods and Services Tax (GST)
- (ii) Accommodation Rates exclude seasonal special offers
- (iii) Accommodation Rates and bookings are subject to availability

Cancellation Policy

(i) Notice of any cancellation of, or reduction in, the daily number of reserved rooms must be provided in writing to the Koala Sanctuary

Cancellation fees are as follows:

- (i) "No Shows" will be subject to full loss/charge of room revenue for duration of stay
- (ii) Bookings cancelled within 15 days of arrival, a fee of one night per room booked at the contracted rate will apply.

Payment Policy

Credit Account

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Where credit approval has been granted by the Koala Sanctuary to an operator:

- (i) Operator's vouchers will be fully accepted.
- (ii) Full payment (invoiced at the end of each month) is required no later than 30 days from date of invoice.

No Credit Approval Granted - Credit Card Payments

Where credit approval has not been granted by the Koala Sanctuary, full payment will be required as set out below:

- (i) Payment in full of the Contracted General Accommodation rates must be made 48 hours prior to check-in.

No Credit Approval Granted - Cash/Eftpos Payments

- (i) Payment in full of the Contracted General Accommodation rates must be made 48 hours prior to check-in.

Blackout Dates

See attached Inbound Rate Sheet for information regarding Blackout Dates for the Sanctuary

Confirmation of Group No.

- (i) Group Accommodation final Rooming List required 15 days prior to the day of stay

Check in / Checkout Time

- (i) Check in time is 2pm onwards
- (ii) Check-in time prior to 2pm is on a request basis only and should be requested at the time of reservation. A full day charge may be applicable
- (iii) For guaranteed early check in room has to be pre-registered from the night before and incurs an additional night's cost
- (iv) Check out time is 10.00am
- (v) Later departure up to 2.00pm may be possible, subject to availability, at 50% of the daily contracted room rate
- (vi) With departures after 2.00pm, the full daily contracted room rate will apply. Late checkout should be requested at the time of reservation

Rate Validity Dates

- (i) 1st April 2023 to 31st March 2024

Free of Charge (FOC) Policy

Accommodation: 1 FOC room for every 10 rooms booked – (max 3 FOC rooms) Subject to availability