

Casa Cuba Events Booking and Cancellation Terms

Draft for owner review | Version 18 October 2026

These terms explain how to confirm a Casa Cuba Events group booking, when payments are due and what happens if arrangements change. Your written quote identifies the legal supplier and ABN, the services, dates, venue, inclusions and total price. An enquiry alone does not confirm a booking.

Payment schedule

Payment	When it is due
Booking payment	50% of the total booking price is due when you accept the quote, and no later than 14 calendar days before the event.
Final balance	The remaining 50% is due no later than 7 calendar days before the event. The booking must be paid in full by that date.

Cancellation fee limits

Notice before the event	Maximum charge
14 calendar days or more before the event	Reasonable cancellation loss, capped at 10% of the affected booking price.
At least 7 but less than 14 calendar days before the event	Reasonable cancellation loss, capped at 50% of the affected booking price.
Less than 7 calendar days before the event or a no-show	Reasonable cancellation loss, capped at 100% of the affected booking price.

These are caps only. Any fee must reflect reasonable net loss after savings and replacement bookings. A booking payment is not automatically non-refundable.

Confirming your booking

We provide these terms with your written quote before you accept. Check the program, activities, date, start and finish times, participant numbers, location, access requirements and price. A booking is confirmed when you accept the quote in writing, we receive the required booking payment and we issue written confirmation. Until then, availability may change; we will tell you before accepting payment if a date is no longer available.

The version supplied with your quote applies to that booking. Changes to scope, dates, price or terms require agreement in writing by both parties. Updating this website does not change an existing confirmed booking.

Payment dates and late bookings

The payment schedule above applies to the total confirmed booking price. For a four-week or eight-week series, the deadlines are measured from the first session and payment covers the whole agreed series.

For bookings made more than 7 but less than 14 calendar days before the event, the 50% booking payment is due immediately on acceptance and the balance is still due 7 days before the event. For bookings made within 7 calendar days, full payment is due immediately on acceptance. A booking made exactly 7 days before the event is therefore payable in full on acceptance.

The invoice states the payment method, due dates and amount payable, including GST where applicable. Travel, parking, venue hire, performers, equipment and other extras are included only where stated in the quote. Any additional charges must be agreed in writing before they are incurred.

If a payment is overdue, we will contact you and provide a reasonable opportunity to resolve it. We may cancel an unpaid booking after written notice and a reasonable deadline. Any amount retained is subject to the cancellation limits below; missing a payment does not automatically forfeit all money paid.

Cancelling a booking

Send cancellation requests to hello@casacubaevents.com.au. Notice is measured from when the email reaches our inbox to the scheduled event start time, using Sydney local time. A calendar day means a 24-hour period; weekends and public holidays count. We acknowledge your request by email.

The percentages above are maximum limits, not automatic charges. We charge only reasonable, demonstrable net loss caused by the cancellation, within the applicable limit. This may include preparation already completed and unavoidable performer or supplier commitments disclosed in the quote. We take reasonable steps to reduce our loss, deduct costs we avoid and account for replacement bookings covering the released time. We do not charge twice for the same loss.

A booking payment is credited toward the price and is not automatically non-refundable. If your payments exceed the permitted cancellation charge, we refund the difference. If they are less than the permitted charge, we may invoice the difference. The total cancellation charge will not exceed the affected booking price. We provide a written explanation of the calculation on request and process any refund within 10 business days after the amount is determined, subject to any earlier legal requirement.

These client cancellation provisions do not reduce rights that apply when we cancel, fail to supply the agreed service or do not meet consumer guarantees.

Changing dates or participant numbers

Contact us as soon as possible if you need a new date, venue, format or participant estimate. Changes depend on facilitator, performer and venue availability and must be confirmed in writing. We will disclose any reasonable additional costs and obtain your agreement before proceeding.

If we agree to reschedule, we confirm how existing payments transfer to the new booking. We do not charge both a cancellation fee and the full rescheduled price for the same loss. If no new arrangement is agreed and you cancel the original booking, the cancellation scale applies to that original date.

Confirm final participant numbers and practical requirements at least 7 calendar days before the event where possible. For a fixed-price group booking, a lower turnout does not automatically reduce the agreed fee. If your quote uses per-person pricing, it must specify any minimum numbers, final-number deadline and adjustment rules before acceptance.

Regular programs and multiple sessions

Your quote sets out the number and dates of sessions and allocates a price to each session, including any agreed program discount. If a session is cancelled, the notice period and fee limit apply to that session's allocated price and date. For cancellation of the remaining series, each affected session is assessed separately. Sessions already delivered remain payable. We do not charge the entire remaining series automatically because one session is cancelled.

Regular visits beyond a fixed series are booked only for the dates agreed in writing. There is no automatic renewal or ongoing subscription under these terms.

Weather safety and changes by Casa Cuba

For outdoor or nature-based experiences, we discuss terrain, accessibility and a weather plan during booking. If the agreed experience can be safely delivered using an agreed alternative, we confirm that arrangement with you. You may choose whether to accept a materially different service.

If illness, severe weather, venue closure or another event prevents us delivering the agreed service safely, we contact you promptly. We may offer an agreed replacement facilitator, an alternative date or a suitable alternative format. If you do not agree to an alternative, we refund payments for services we cannot deliver. We do not require you to accept a credit instead of a refund where you are entitled to a refund.

If we cancel for our own operational reasons and no alternative is agreed, we refund payments for the undelivered services. Any further rights you have under Australian Consumer Law remain available.

Venue supervision and participation

We agree space, equipment, sound, access and supervision arrangements in advance. Schools, aged care services and other host organisations retain the supervision and support responsibilities set out in the quote. Participation is optional and activities are adapted as agreed. Please discuss group access needs without sending private medical details about individuals through the enquiry form.

If your group arrives late, we may need to finish at the agreed time. We discuss any available extension and price before extending. If you provide no access to the agreed venue or no participants attend, this is assessed under the no-show cancellation provision, subject to the reasonable loss limit.

Photographs or video for marketing require separate permission and are not authorised merely by accepting these booking terms.

Bookings needing separate terms

These terms cover private group sessions, school incursions, workplace programs, aged care and community group bookings, women's groups, intergenerational programs, Bush Boogie and private celebration entertainment, except where a separate agreement is required below.

Public ticketed events, destination festivals and travel or accommodation arrangements need their own terms before payment is taken. Destination Festivals are currently expressions of interest only.

These event terms do not establish charges, advance payments or cancellation fees for NDIS-funded supports. NDIS-funded services require a separate service agreement that complies with the rules applicable to the provider, participant and funding arrangement. These event terms must not be used to override those requirements.

Consumer rights and questions

Our services come with guarantees under Australian Consumer Law that cannot be excluded. Nothing in these terms excludes, restricts or modifies those guarantees or any other rights that cannot lawfully be excluded. Any remedy or refund required by law takes priority over this policy.

If you have a concern, contact hello@casacubaevents.com.au with your booking reference and the outcome you are seeking. We will review the circumstances and discuss a fair resolution. If unresolved, you may seek assistance from NSW Fair Trading or pursue other remedies available to you.