

# **Port Fairy Holidays - Accommodation TERMS & CONDITIONS**

All bookings are accepted on the basis that you have read, understood and agree to abide, and be bound, by the following Terms & Conditions.

**All holiday accommodation properties are SMOKE FREE and PET FREE, without exception.**

Please contact Lee Perry on 0437 455 893 if you require clarification.

**CHECK-IN TIME: 2:00pm      CHECK-OUT TIME: 10:00am**

## **PAYMENTS**

A 20% deposit of the total tariff is required within 48 hours of making the booking with the balance payable on the day of your arrival. The only exception to this is peak weekends when we ask for payment at minimum 30 days prior.

SUMMER BOOKINGS (applies to all bookings from 18<sup>th</sup> December to 31<sup>st</sup> January) require a holding deposit of \$100.00 payable upon booking, and settlement of the full amount by 1<sup>st</sup> December.

We accept cash, personal cheques, bank cheques and money orders. Credit card and EFTPOS facilities are currently unavailable on site, however a credit card must be produced on arrival to be used as a bond.

Deposits are not transferable.

## **KEYS**

Please call prior to your stay to discuss arrangements for keys to be collected and returned. A fee of \$25 is payable in the event of a lost key.

## **CANCELLATIONS**

All monies paid are non-refundable. However, in exceptional circumstances, if you cancel or fail to use your holiday accommodation booking, a refund may be payable (after a deduction of \$80.00 Administration Fee) if the accommodation is able to be re-booked for the same period.

If you cancel your booking during peak seasons we will endeavour to relet the property for the full cancelled period. If we are able to re-let, you will be refunded the deposit less an \$80.00 administration fee however, if we are unable to re-let the property your deposit will be forfeited. No refunds will be given for early departures.

## **NUMBER OF OCCUPANTS**

Unless otherwise previously agreed, all holiday accommodation must only be used for private, residential usage only and to accommodate the number of guests stated on your Booking Confirmation. No functions or parties may be conducted at the Property under any circumstances. Exceeding the stated number of guests will result in a termination of your stay without a refund. Charges for additional guests will be debited to your Credit Card without further notice.

**Additional caravans, motor vehicles, motorcycles and the erection of tents are strictly prohibited unless previously agreed.**

## **WHAT TO BRING**

All properties have linen supplied and are self contained. There are small quantities of washing powder, detergents, soap and toilet paper, however it is expected that you will need to bring supplies depending on our length of stay.

## **CLEANING**

All properties are leased on the understanding that tenants will treat the property with the same respect as their own home. Please leave the premises in the same good condition you found it. Excess cleaning charges at \$35.00 per hour will be deducted from your credit card. Please ensure dishwashers are turned on prior to your departure and report any damages. After usage, please clean the BBQ.

## **NOISE/NUSIANCE**

Additional charges or immediate termination may apply in the event of unnecessary or excessive noise, nuisance or disturbance caused to neighbouring properties during your occupancy. I/We hereby acknowledge and agree that the Agent has the absolute and sole discretion to cancel my/our occupancy in the event of my/our actions or behaviour compromise the safety and/or quiet enjoyment of neighbouring properties or others. I/We hereby agree that I/We will be fully responsible and liable for payment of all charges incurred, irrespective of such cancellation, together with any financial loss suffered by the Property owner to be debited to my credit card without further notice.

## **PETS**

No pets are allowed either on the grounds nor inside the property. Any pets found in holiday accommodation properties will result in a termination of your booking and additional cleaning charges will be debited to your Credit Card if this occurs.

## **DAMAGE**

Whilst you are in occupation, you are fully responsible for all breakages and damage caused to the Property, its furniture, fittings, or any consequent loss suffered by the Property Owner. Any such breakages, damage or loss must be reported IMMEDIATELY to the Agent and either replaced to the satisfaction of the Property Owner, or paid for prior to departure. Failure to comply with this condition will result in a debit of any such costs and expenses to your Credit Card without further notice.

## **REPAIRS**

I/We agree to permit all repair and/or service personnel to enter the Property for the purposes of conducting any repair, service or maintenance deemed necessary by the Property Owner.

## **PERSONAL PROPERTY**

Please remember to take all personal belongings with you upon departure. No responsibility will be accepted for any personal possessions left after departure. Any items left behind that need to be returned to you will be sent C.O.D. (cash on delivery).

## **AFTER HOURS ASSISTANCE**

For urgent after hours assistance, please call 0437455893.

## **BOND**

If a credit card is not provided as a bond, a bond of \$500 is payable on arrival and will be returned upon satisfactory inspection of the property on the date of departure.

## **TARIFFS**

Every endeavour is made to keep advertised tariffs up to date and correct at all times however, tariffs are subject to change at anytime.

**DISCLAIMER**

I/We hereby acknowledge and agree that the Property owner will not be held responsible nor liable for:

- ~ any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused whilst I/we are in occupancy of the holiday accommodation due to my/our failure to comply with the Terms and Conditions;
- ~ any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused due to negligence on my/our/their part;
- ~ any injury or loss suffered by the occupants, their invitees or guest whatsoever or howsoever caused as a result of insects or wildlife in or around the holiday accommodation site. All occupants are to take specific care at all times within this rural area and requested not to approach any such wildlife under any circumstance.
- ~ any noise, disturbance or inconvenience caused as a result of renovation/building/road works being carried out in or near the vicinity of the holiday accommodation.

The Property Owners reserve the right to cancel any holiday accommodation bookings at any time, and in this event, all reasonable endeavours will be used to offer you alternative holiday accommodation but without liability.

By my/our signature hereto, I/we hereby acknowledge and agree that I have read and accept the above Terms & Conditions and hereby authorise LEMANE PROPERTIES to debit any additional charges or fees incurred by me/us to my/our credit card without notice or demand.

SIGNED BY THE OCCUPIER

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ON THIS DATE

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**PLEASE NOTE: WITHOUT EXCEPTION – ALL PROPERTIES ARE NON-SMOKING AND PET FREE**

Cancellations

- All booking deposits paid are non-refundable.
- Cancellations accepted with provisions: if we receive your cancellation One month prior to arrival and we are able to relet the property for the same time, an \$80.00 administration fee will be charged, otherwise the deposit is forfeited.  
Any time less than a month and your deposit is non-refundable. Under extenuating circumstances a deposit will be held in trust for use within a six-month period.
- If you cancel your booking during peak seasons we will endeavour to relet the property for the full cancelled period. If we are able to re-let, you will be refunded the deposit less an \$80.00 administration fee. No refunds will be given for early departures.
- Cancellations made less than 7 days prior to booking arrival date will not receive a refund. You will forfeit any deposit paid at time of booking.