

## **BOOKING CONDITIONS** – *please read prior to making your booking*

Bookings are accepted with the understanding that guests have read and accept all terms and conditions.

We appreciate guests ensuring that the cottages are maintained & left in a tidy condition on departure. If property is damaged, we would appreciate guests letting us know. Guests should expect a reasonable replacement or repair cost of damaged property may be charged to them - either debited from the credit card provided at time of booking or via invoice. We also reserve the right to charge an additional cleaning fee (\$90) if the cottage is left in an unreasonably, untidy condition.

If holidaying with your pet, please note “Conditions when holidaying with your pet” on our website.

## **HOW TO MAKE A BOOKING.**

**DEPOSITS:** A deposit of 50% of the total tariff is processed to confirm a reservation ~ We accept Visa & Mastercard over the phone or you can lodge credit card details online via our secure booking button.

**CONFIRMATION OF BOOKING:** Our website ‘book button’ sends an automated confirmation on receipt of booking. Note – Actual confirmation of booking will be made on processing of 50% deposit. We then send an email confirming checkin & checkout dates & times & information on how to access your cottage – please bring this letter with you as it provides information on how to access your cottage(s).

**BALANCE PAYMENT:** Balance is payable on arrival – Except for Christmas/January & public holiday weekends when payment in full is required **21 days in advance of arrival.**

**CANCELLATION POLICY:** (standard industry cancellation policy applies). **Deposits** are non-refundable with less than 21 days’ notice of cancellation.

**For High Season bookings** (Christmas/New Year/Peak holiday weekends - when balance of accommodation is payable 21 days prior to arrival) **total** accommodation fee is non-refundable with less than 21 days’ notice of cancellation.

In the event of cancellation, an admin fee of 10% of deposit applies to bookings regardless of amount of notice.

*Note:* *In the event of cancellation, we will make every effort to rebook the cancelled dates. If the cancelled dates are rebooked, deposit or tariff will be refunded - less administration fee of 10% of deposit.*

**SUMMER BOOKING ~ CANCELLATION POLICY:** Please visit [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au) to understand the Victorian bushfire warning system. Be aware and stay informed. Download the fire ready app [www.cfa.vic.gov.au/plan-prepare/fireready-app/](http://www.cfa.vic.gov.au/plan-prepare/fireready-app/)

CODE RED (catastrophic) days are very rare. However, in the event of an authorized CFA designated \*CODE RED fire warning being called for our district, (Western) we reserve the right to cancel all or part of your booking. In this instance, a credit note to the value of portion of stay affected will be provided. Conditions apply: Use of credit notes are subject to availability, valid for one booking, valid for 12 months from date of cancelled stay and not valid for peak periods (public holiday periods). Please speak with us to clarify & discuss the actual weather situation here in this locale prior to making a final decision on your travel plans.

**We recommend guests consider Travel Insurance.**

Note: Minimum bookings of 7 nights apply over the Christmas/New Year & 3 or 4 night minimums may apply over public holidays Weekly bookings (7 nights) normally begin any day other than Saturday.

**Check—in** time is any time after 3pm. **Check– out** is any time prior to 10.30am. Ask about late checkouts which we are pleased to offer if available.

**GIFT VOUCHERS** are available and are valid 12 months from date of purchase ~ We process payment in full at time of purchase and make up a Special Voucher ~ to your specifications.