



Terms & Conditions:

This information is provided to ensure all our guests receive the highest standard possible and avoid disappointment.

Payment Process:

50% deposit is required within 5 days of booking to secure your holiday.
Payment can be Direct Deposit using Internet Banking or over the counter at any Commonwealth Bank.

The remaining 50% is required 30 days prior to your arrival date.

If the final payment is not received by the due date we reserve the right to cancel the booking.

Key collection information and directions will be forwarded by email when final payment is received.

Booking Confirmations:

Once your booking form is received you will be sent an email confirming the details of your holiday together with instructions on how to pay your deposit, the balance and other related details.

Cancellations:

The following applies in the event that you have to cancel your booking. Please consider travel insurance to compensate any loss of deposit.

- Up to 28 days notice before arrival date – loss of deposit (unless the cottage can be re-let, then deposit shall be refunded less \$100 administration costs).
- From 28 days notice before arrival date – no refund (unless the cottage can be re-let less \$100 administration costs).

Safety:

We welcome you to use, operate and enjoy all furnishings, equipment, etc within the property. Please use your own judgement and check everything carefully (bike brakes, etc) before use to ensure your enjoyment and safety. We take no responsibility for injury or problems that may occur during your personal use.

Pets:

All clean and well-behaved dogs are welcome inside under supervision but are not allowed on furniture or beds. Guests will be held responsible for any damage their pets may cause. It is our policy that you confirm that your pets have up to date vaccinations and have been treated appropriately for fleas.

We also ask that you clean up after your dog in the yard. **Puppies under six months are not accepted.**

General - the following conditions also apply:

- Any breakages, damage, or loss are the tenant's responsibility during their stay.
- Smoking inside the house is not permitted. While smoking outside cigarette butts must be disposed of appropriately.
- The owners take no responsibility for the theft or loss of tenant's property.

We sincerely thank you in advance for following these terms and conditions and trust that your pet friendly holiday is enjoyable and relaxing for you, your family and pooch!