

LORNE HOLIDAY STAYS HOLIDAY ACCOMMODATION TERMS AND CONDITIONS

Thank you for choosing Lorne Holiday Stays for your holiday destination. Please read the following carefully as all bookings are accepted on the basis that you have read, understood and agree to abide, and be bound, by the following Terms and Conditions.

All Lorne Stays properties are Smoke Free, without exception.

CHECK IN TIME: 2.00pm CHECK OUT TIME: 10.00am.

TERMS AND CONDITIONS

PAYMENT

A Deposit of 50% of the total tariff is required within 48 hours of booking your accommodation, with the Balance payable no later than one (1) week prior to your arrival date with the exception of Summer bookings (19th December – 31st January) where the balance is due no later than 1st December.

We accept cash deposits, Visa & Mastercard. Deposits are not transferable.

BOND

A \$1000 cash bond or valid credit card authorisation for deducting any damage, breakages or in the event of non-compliance with these Terms and Conditions.

KEYS

Keys will only be issued once guests have signed the Terms and Conditions and paid all accommodation fees and satisfied the bond requirement above prior to the arrival date.

CHECK IN AND OUT

Guests will be met at the property by a Lorne stays representative to be given keys and a quick run through of the property if required. Arrangements can be made for late arrivals however must be confirmed prior to arrival at the property.

All guests are responsible for the safekeeping of accommodation keys. A call out fee of \$50 is payable if a replacement key is required after hours as well as the cost of a new key.

Guests are required to vacate the property at or before the stated check out time. Unauthorised late checkouts will attract a minimum \$50 fee.

CANCELLATIONS

All monies paid are non-refundable. In the instance of a cancelled/un-used booking, the money paid may be refunded if the property is able to be re-booked for the same period. Cancellation fees apply.

NUMBER OF OCCUPANTS

Unless otherwise previously agreed with Lorne Stays, all bookings must only be used for private, residential usage only and to accommodate the number of guests stated on the Booking Confirmation. No functions or parties may be conducted at the Property under any circumstances. Exceeding the stated number of guests will result in immediate termination of the booking without refund.

Caravans and the erection of tents are strictly prohibited.

WHAT TO BRING

Guests will need to bring their own bed linen (top and bottom sheets and pillow cases), bath and beach towels. Guests will be provided with some consumables such as tea, coffee, sugar, soaps and toilet paper however depending on the length of stay extra may be required.

CLEANING

We take pride in providing all our guests with clean, well maintained properties. The property will be professionally cleaned after each booking however to help maintain our high standards guests will be provided with a vacating checklist which includes the minimum requirements before departure.

NOISE/NUISANCE

Additional charges or immediate termination may apply in the event of unnecessary or excessive noise, nuisance or disturbance caused to neighbouring properties. Guests acknowledge and agree that Lorne Stays has the absolute and sole discretion to cancel the occupancy in the event that their actions or behavior compromise the safety and/or quiet enjoyment of neighbouring properties or others.

PETS

No pets are allowed either onto the grounds of the property, nor inside the holiday accommodation under any circumstances. This includes pets of visitors. Any pets found in holiday accommodation properties will result in immediate termination of the booking and additional cleaning charges will be charged.

DAMAGE

Whilst in occupation, guests are fully responsible for all breakages and damage caused to the property, its furniture fittings, or any consequent loss suffered by the Property Owner/Agent. Any such breakages, damage or loss must be reported IMMEDIATELY to Lorne Stays and either replaced to the satisfaction of the Property Owner/Agent, 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

Guests 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/Agent.

WILDLIFE

Whilst in occupancy, Guests agree not to feed any wildlife including and in particular cockatoos and other local bird species.

PERSONAL PROPERTY

Please remember to take your personal property and belongings with you upon your departure as the Property Owner/Agent accept no responsibility whatsoever for any such items left behind.

SALE INSPECTIONS

If the property is listed for sale, the guest agrees to permit the Agent to conduct inspections with prospective purchasers upon reasonable notice and at a mutually convenient time.

DISCLAIMER

I/We hereby acknowledge and agree that Lorne Holiday Stays 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 guests 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 circumstances.
- 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