

# LORNE HOLIDAY STAYS

## LORNE HOLIDAY STAYS TERMS & CONDITIONS OF OCCUPANCY

Please read the following carefully as all bookings are accepted on the basis that you have read, understood & agree to abide, & be bound, by the following terms & conditions.

### **Deposit**

To secure a booking a deposit of 25% of the total booking amount is required at time of booking.

### **Final payment**

The balance of the total booking amount is due 14 days prior to booking arrival date. Failure to make payment can result in the booking be cancelled and any money paid will not be refunded.

We accept deposits and final payments via Visa Card, Mastercard, cash & direct deposit. Deposits are not transferable.

### **Bond**

Valid credit card details will be stored securely in Lorne Holiday Stays property management system. By making a booking you authorise Lorne Holiday Stays to deduct money for any damage, breakages or in the event of non-compliance with these terms and conditions from the credit card provided.

### **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.

### **Keys**

Keys will only be issued once guests have paid all accommodation fees and satisfied the bond requirement above prior to the arrival date. All guests are responsible for the safekeeping of accommodation keys. A call out fee of \$60.00 is payable if a replacement key is required after hours as well as the cost of a new key.

### **Check in**

Check in time is from **2.00pm** onwards. Arrangements can be made for early arrivals, subject to availability however must be confirmed prior to arrival date. Check in details will be sent via email 2 days prior to arrival.

### **Check Out**

Check out time is **10am**. Arrangements can be made for late departures, subject to availability and must be confirmed prior to departure date. Guests are required to vacate the property at or before the stated check out time. Unauthorised late checkouts will attract a minimum \$60 fee per hour. Guests will be provided with a departure checklist which includes the minimum requirements before departure. Failure to complete the departure checklist and/or if extra cleaning is required, a cleaning fee of \$66.00 per hour will be charged to the guest.

### **What to bring**

All properties come with bed linen and towelling, with the exception of beach towels. Guests will be provided with a basic starter kit of consumables. If staying longer than a couple of days you may need to bring or purchase more to top up.

### **Smoking**

All Lorne Holiday Stays properties are Smoke Free, without exception.

### **Pets**

All Lorne Holiday Stays properties are Pet Free. No pets are allowed onto the grounds of the property, nor inside the holiday accommodation under any circumstances. This includes pets of visitors.

### **Number of occupants**

Unless otherwise previously agreed with Lorne Holiday Stays, all bookings must only be used for private, residential usage 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.

**No party policy**

Lorne Holiday Stays do not accept any group bookings for the purpose of parties including but not limited to Schoolies, Bucks groups, Hens groups.

**Noise & Nuisance**

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 Holiday Stays has the absolute and sole discretion to cancel the occupancy in the event that their actions or behaviour compromise the safety and/or quiet enjoyment of neighbouring properties or others.

**Pool**

Use of the pool and/or spa is at guest(s) own risk. Full pool rules are displayed in guest compendium within the property (if applicable) and I/We agree all guest(s) will read prior to use of pool and/or spa. Children and persons of concern are to be supervised in the pool and/or spa area and when using the pool and/or spa. Glass or glass products are not permitted in the pool and/or area. Pool cleaning/filtering equipment is not to be tampered with.

**Damage**

Whilst in occupancy, 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 or Lorne Holiday Stays. Any such breakages, damage or loss must be reported immediately to Lorne Holiday 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. 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 Lorne Holiday Stays.

**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 Lorne Holiday Stays accept no responsibility whatsoever for any such items left behind.

**Disclaimer & Indemnity**

I/We hereby acknowledge and agree that we use/occupy the property at our own risk. I/We hereby acknowledge and agree that Lorne Holiday Stays and/or the property owner will not be held responsible nor liable for any loss, injury or damage suffered by the occupants, their invitees or guests whatsoever or howsoever.