

# LORNE HOLIDAY STAYS

## COVID 19 AMENDED CANCELLATION POLICY

All reservations made after 1<sup>st</sup> May 2020 are subject to our standard cancellation policy: No refunds for any money paid unless the property can be re-booked for the same dates.

In the event of any of the following circumstances, guests will be issued with a credit note to the value of what they have paid to be used for the same property:

- travel restrictions are re-instated preventing guests from honouring their booking
- a guest contracts the Covid-19 virus
- Lorne Holiday Stays feels it is unsafe to host a booking

If you have any questions about our cancellation policy please contact us.

**CLEANING** - All cleaners of Lorne Holiday Stays properties have a Covid-19 safe plan to follow to ensure they and guests are kept safe. Due to the nature of the virus it is imperative that guests take responsibility for their own health and ensure proper hygiene whilst staying at any Lorne Holiday Stays property.

## 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.

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

**CHECKIN:** 2.00pm **CHECK OUT** 10.00am.

We accept deposits via Visa Card, Mastercard, cash & direct deposit. 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 Holiday 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 Holiday 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 (schoolie bookings, bucks and hens groups are prohibited). 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** - All properties come with bed linen and towels, with the exception of 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 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.

**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.

**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.

**EQUIPMENT HIRE** - I/We agree Lorne Holiday Stays will not be liable for any injury or loss suffered if I/we hire/borrow equipment including but not limited to Stair gates, high chairs, portable cots. - I/We hereby authorise Lorne Holiday Stays to process the provided credit card (either below credit card or credit card provided at time of online booking) for an amount which covers costs relation to any damage, breakages or in the event of non-compliance with these Terms and Conditions.

**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.

#### Payment Policy

All bookings require a deposit of 50% of the total cost of accommodation at time of booking. Off peak bookings require the remaining balance to be paid one week prior to arrival and Peak season bookings require the remaining balance to be paid 30 days prior to arrival. All bookings made within one week of arrival require full payment.

Deposits can be made via MasterCard, Visa Card or direct deposit.

All payments made via credit card incur a 1.5% surcharge, which will be added to the total reservation cost. Valid credit card details are still required with all bookings for security purposes.

#### Bank details for direct deposit payments

Bendigo Bank

Lorne Holiday Stays

BSB 633 000

Account number 158397836

Please use booking surname as a the reference