

LORNE HOLIDAY STAYS

COVID 19 AMENDED CANCELLATION POLICY

In addition to Lorne Holiday Stays standard cancellation policy, in the event of any of the following circumstances, guests will be issued with a credit note to the value of monies paid to be used at the same property if:

- o Government covid-19 restrictions prevent you from traveling on your current booking dates.
- o A guest contracts the Covid-19 virus.
- o A guest is required to isolate during intended travel dates.
- o Lorne Holiday Stays feels it is unsafe to host a booking.

It is a requirement prior to arrival that a covid-19 declaration is to be completed (this will be sent within 7 days of arrival) and if current Government regulations require, a photo ID may need to be provided for all adult guests in your booking. It is the responsibility of the person making the booking to ensure all guests in the booking comply with Government directions.

We reserve our rights to amend the terms and conditions based on the latest Government regulations.

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, completed the online check in 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.

GST - Please be aware that GST is not charged on the Accommodation portion of services that Lorne Holiday Stays may provide. Note that some items that make up certain package components of a house rate may attract GST, hence the reason that that the GST component of the tax invoice may not represent 10% of the

total invoice charges. In such an instance, all house rates are quoted inclusive of all package components and these are merely used for Lorne Holiday Stays internal accounting.

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 rates are displayed in AUD

All payments made via credit card incur a 2% 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