

Terms & Conditions for Elouera Garden Cottage (NSW Registration # PID-STRA-18552-2)

1. Payment of the rental, including any deposit, constitutes the Guest's/Client's/Tenant's acceptance of these Terms and Conditions.
2. Cancellation policy.
 - Guests who cancel at least 14 days before check-in will get back 100% of the amount that they've paid. If they cancel between 7 and 14 days before check-in, they'll get back 50%. Otherwise, you won't get a refund.
 - COVID-19 cancellation due to Government Health Order
Unfortunately, we can no longer absorb the cost of COVID-19 related cancellations and bookings are subject to a **\$80 COVID-19 cancellation fee**. If you made your booking through the Vrbo/HomeAway/Stayz website, any service fee(s) you paid to Vrbo/HomeAway/Stayz is not refundable.
 - Guests must cancel by 11:59 p.m. AEST on the cut-off day before check-in to receive a refund.
3. The owner will make every effort to ensure the property is available as booked. However, the owner reserves the right to make alterations to bookings due to unforeseen circumstances.
4. **Check-in time is strictly from 2:30pm**, please advise the owner of your anticipated time of arrival particularly if you intend to arrive after 6pm.
5. The accommodation is serviced weekly.
6. A towel refresh is available on your third day if requested.
7. A cleaning service (i.e., basic tidy up, wipe down and vacuum) during your stay is available at a cost of \$80 per visit and provided a written or email request is made 24 hours prior.
8. Loss - the owners take no responsibility for the guests' personal property.
9. To maintain a good standard for our guests we require certain conditions to be complied with. We appreciate that most will respect our property, but it is necessary for us to clearly state the following conditions:
 - I. **Number of occupants**, visitors and/or external service providers **should not exceed the number stated on the Booking Request/Enquiry/Confirmation/Invoice** or subsequently agreed to in writing. Fees will apply for excess occupants, visitors & external service providers not agreed to by the owner in advance.
 - II. **Parties and Functions are strictly prohibited** and will result in the immediate termination of rental, loss of monies paid, including any bond. The price charged is for domestic residential use only and not commercial. Accordingly, this rate does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, etc.
 - III. Damage, Breakages, Theft and Loss are the guests' responsibility during their stay.
 - IV. **Departure - the property should be left in a similar state to its condition on arrival, letting fees incorporate a basic exit clean component.**
 - V. **Check-out time is by 11am for Elouera Garden Cottage**. Please ensure you leave the property reasonably clean and tidy as per instructions in the accommodation information booklet and report any damages or breakages. You can either return keys to the owner or secure them in the key-safe when you depart.
 - VI. Disturbance to our neighbours, including excessive noise, is prohibited.
 - VII. **Smoking or pets in the cottage are strictly prohibited** and will result in the immediate termination of rental and loss of bond. Please note that the owner may request to view and confirm satisfactory proof of identification of all occupants staying.
 - VIII. Compliance with the NSW Code of Conduct for the Short-term Rental Accommodation Industry. Copy available from the NSW Fair Trading website.

Failure to abide to the above conditions may result in termination of rental without refund, loss of bond and/or additional payment for damages.