

## **1. DEFINITIONS**

“Booking” means the period for which you have paid to stay at the Property.

“Property” means Sun Worship, 9 Belmore Street, Crescent Head and all its fixtures, fittings and equipment.

“Management” means the owners and managers of the Property.

“Guests” means the persons who stay overnight in the Property during the Booking.

“Visitor” means a person a Guest permits to visit the Property during the Booking.

## **2. ACCEPTANCE & RESPONSIBILITY.**

- Payment of the Deposit constitutes acceptance of these Terms and Conditions.

## **3. CHECK IN/ OUT**

- Check-in time is not before 2pm on the arrival date and check out time is not later than 10am on departure date.
- Late departure is subject to prior arrangement and availability and extra charges will apply.
- You must notify Management of expected arrival time and a mobile contact number on booking confirmation.
- Your key for your villa will be inside and the door will be unlocked on your arrival.

## **4. PAYMENT**

- A deposit of 50% must be received on booking confirmation. Bookings are not confirmed unless and until this deposit is received.
- Payment in full must be received no later than 1 month prior to your arrival.
- Payments of the amount due must be received in Australian \$ net of any bank or other transaction charges.
- Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice or liability to you.
- We accept payment by the following methods: Visa, MasterCard, direct deposit into our bank account, bank cheque or money order.
- Personal cheques will be accepted if received at least 30 days prior to arrival.

## **5. CANCELLATION OR VARIATION**

- If you wish to vary or cancel your Booking, please contact us immediately.
- No refunds for Cancellation made two weeks prior to arrival.
- Cancellation fee of 50% applies for bookings where payment has been made.
- If cancelled nights are re-booked a 10% administration fee will be charged.
- Should you be eligible for a refund it will be made through your chosen payment method at time of Booking.
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- We have a minimum nights stay policy of 2 nights unless prior arrangement has been made with Management.

## **6. SECURITY BOND**

- A credit card authorisation must be provided to Management upon confirmation of your Booking
- Any damage loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the credit card. Examples include but are not limited to any breakage, damage or excess cleaning requirements, extra Guests or Visitors beyond those declared.

## 7. UNAVAILABILITY

- If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

## 8. PARTIES & FUNCTIONS

- Parties and Functions are strictly prohibited.
- Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

## 9. LINEN AND TOWELS

- We supply linen, pillows, doonas and towels which must be left where supplied in the bedrooms or bath room on departure. Beach towels are not included.

## 10. PETS

- Pets are allowed at the Property. Pet owners are responsible for cleaning up after their pets both within and outside the property. Pets are not allowed on furniture and carpets at any time. Any evidence of pets on furniture may incur extra cleaning fees.

## 11. YOUR OTHER RESPONSIBILITIES

- You must comply with all applicable Sun Worship House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbours.
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion)
- Only the guests nominated and agreed in the Booking may stay in the Property over night. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be deducted from the security bond or charged to your credit card.
- All furniture and furnishings must be left in the position they were in when you arrived
- The property should be vacated on time and secured. Please leave your key inside the villa and lock the door behind you.
- You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided at an additional charge.
- Smoking is not permitted in the Property

## 12. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.
- Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.
- Failure to follow this procedure this may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.

We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at our property.

