

## REFLECTIONS COTTAGE BRIDGETOWN

### **\*\*Standard Terms and Conditions of Temporary Holiday Accommodation\*\***

**Note: Variances can be agreed on but only by arrangement with the owner in writing.**

1. Check in **from 2.00pm** Check out is **by 10.00am**

#### **\*\*Deposit and Cancellation\*\***

2. Cancel free of charge until 30 days before check-in.
3. Cancel up to 14 days before check-in and get 50% refund (minus any Booking Agent Service Fees).
4. Where less than 14 days' notice of cancellation is given, the full tariff is payable.
5. Payment of the booking deposit constitutes the guest's acceptance of these Terms and Conditions.
6. Travel insurance is recommended for cancellation coverage.

**To maintain a good standard for our guests we require certain conditions to be complied with.**

#### **\*\*Occupancy restrictions\*\***

7. The property has a **maximum** occupancy of **4** people for the entire booking.
8. **Children** - Reflections does not accept bookings which include children under 18 as water is a big fear for us with kids. The water area is approx 1.5 acres and obviously is not fenced. Another concern we have is the possibility of snakes etc. As safety is a massive issue for us we just don't feel comfortable hosting children.

#### **\*\*Damage Deposit Policy\*\***

9. \$150 damage deposit is collected with your final payment.
10. You may be charged for the replacement cost of items that have been damaged, lost or broken from the cottage or grounds.
11. If not booking through a Booking Agent - Please provide us with your bank details to enable us to refund your damage deposit. Any amounts due to you will be payable up to 7 days after check-out. **It is your responsibility to provide your bank details.**

#### **\*\*Conditions of Stay\*\***

12. A septic tank system is in operation on the property and therefore only toilet paper can be flushed. All other items **\*\*\*including feminine hygiene products\*\*\***, must be placed in the rubbish not in the toilet. For any non-compliance with this condition you may be required to pay any associated plumbing costs for blockages caused.
13. **NO SMOKING** – Reflections is a no smoking property.

14. Reflections is for guests to enjoy the peacefulness and beauty of the property. If guests intend having visitors, this must be discussed with the owners prior to visitors arriving.

**\*\*Gift certificates\*\***

- 15. Are not transferable and may only be used by the person named on the certificate.
- 16. Are not refundable or redeemable for cash.
- 17. Must be used by the expiry date on the certificate issued.
- 18. Change of booking dates - more than 21 days' notice from the first day of stay is required.

**\*\*Parties and Functions are strictly prohibited\*\***

**Ignoring this may result in your stay being terminated with no refund of payments made by you and restoration / replacement costs will be passed on to you.**

19. The tariff charged by Reflections is strictly for domestic use only. It does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc.

**\*\*Use of Equipment\*\***

- 20. There are 2 Kayaks available for use by guests located under the willow tree on lakes edge.
- 21. If you see any other boats, kayaks, surfboards etc elsewhere on the property they **are not** for the use of guests!
- 22. There are life vests in a cupboard in the laundry attached, but external to the main house for your use.

**\*\*Use contrary to this may result in loss of your damage deposit and/or additional payments\*\***

- 23. Damage, Breakages, Theft and Loss are the guest's responsibility during their stay.
- 24. Departure - the property should be left in a similar state to its condition on arrival.
- 25. Check-out time is 10:00am by the latest, to allow time to prepare property for next guests.
- 26. Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination of stay with no refund.

**\*\*Pet Policy\*\***

- 27. Reflections does not accept bookings that include pets.
- 28. Reflections has numerous pets and wildlife on the property (alpacas, chickens, ducks, native birds, lizards, cats etc), any harm caused by actions of guests of Reflections may result in immediate termination of stay and forfeiture of all monies paid. May also result in prosecution.

### **\*\*WiFi and Streaming Policy\*\***

29. Please use responsibly. There is a wifi extender plugged into the wall in the bedroom and must not be removed.
30. Streaming services for free to air channels are free of charge. Other subscription based streaming sites such as Netflix are your responsibility to use your own login and please remember to logout when leaving.
31. No piracy of files.

Mobile Services are very limited here, so Internet access is a good compromise – please use responsibly.

### **\*\*Bushfire or Other Emergencies\*\***

32. Reflections will accept a cancellation by you for days with an actual or predicted Fire Danger Index (FDI) of 75 or above ('Code Red' or 'Extreme') for postcode 6255 (Ref. [www.weatherzone.com.au](http://www.weatherzone.com.au)). You must notify us of your intention to cancel stating that this is your reason for cancelling and it must be acknowledged by us. Under these circumstances we will refund in full any deposits already paid by you for that unused accommodation.
33. We reserve the right to close our operations and in effect cancel your booking with us in the rare event that we deem it necessary for your safety or because of an inability to operate due to circumstances beyond our control. This may include significant bush fire danger, road closures, an extended power or gas outage or damage to your booked accommodation due to storms or other circumstances. In this instance we will give you as much notice as possible and provide you with assistance in securing alternative accommodation. We will refund in full any deposits already paid by you for that unused accommodation.

### **\*\*House on Property\*\***

34. We (the Owners) live in the house at the property and will most likely be in attendance whilst guests are in control of the cottage. Please be aware that we will use land on both sides of the lake, garage, shed and laundry (which is located outside the main house). Sometimes we will be chopping wood for the guests use and/or doing some general maintenance (this may include: lawn mowing, cutting trees back, raking, fixing leaking taps, watering etc). It is very important that we do upkeep the property for the best guest experience possible. Thank you in advance!

### **\*\*Acceptance of the Terms and Conditions\*\***

35. Guests will be provided with "Standard Terms and Conditions of Temporary Holiday Accommodation" for Reflections when initiating your booking.
36. It is assumed that by receiving this document and arriving at Reflections you have read and agreed to these conditions.