

# Lavandula's Accommodation

## Terms and Conditions

### **1. Definitions**

- "Booking" means the period for which you have paid to stay at the property.
- "Property" means Lavandula's Accommodation (1000 Basalt Road, Shepherds Flat) and all its fixtures, fittings and equipment.
- "Management" means the owners and management of the Property.
- "Guests" means the persons who stay overnight in the Property during the booking.
- "Visitors" means a person a Guest permits to visit the Property during the booking.

### **2. Acceptance and Responsibility**

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

### **3. Check In/Out**

- Check in time is not before 12 pm (noon) on the arrival date and check out time is not larger than 11 am on departure date.
- Late departure is subject to prior arrangement and availability, and extra charges may apply.

### **4. Payment**

- A deposit of 50 percent of total payment must be received to confirm Booking.
- Payment in full must be received no later than seven (7) days prior to your arrival, unless other arrangements have been made with Management.
- Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice or liability to you.

### **5. Cancellation or Variation**

- If you wish to vary or cancel your Booking, please contact us immediately on (03) 5476 4393.
- Your deposit is non-refundable in the event of a cancellation.
- Any payment made beyond the Booking fee or deposit will be refunded on cancellation.
- 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.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- Cancellations within booking dates will be charged to the end of the booked stay.

- If management is able to re-let the Property for the period cancelled a further refund may be made less administration charges, commissions and expenses.
- We have a minimum nights stay policy of two (2) nights, unless prior arrangement has been made with Management. No refund will be made for a variation to the extent that it breaches our minimum nights stay policy.

## **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 and 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, flood, 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 and Functions**

- Parties and functions are strictly prohibited, unless arrangements have been made with Management.
- 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, blankets and towels which must be left where supplied in the bedrooms or bath room on departure. Further linen may be hired through Management. Beach towels are not included.

## **10. Pets**

- Pets are not allowed at the Property.

## **11. Your Other Responsibilities**

- You must comply with all applicable Stayz 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.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, emptying the fridge, 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. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed.
- You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided at an additional charge of \$25.00.
- Smoking is not permitted in the house. Any smoking should be done either on the outside deck or another outside area. Cigarette butts should be discarded thoughtfully, i.e. ashtray, old tin, etc.

## **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.