



TERMS and CONDITIONS - ACCOMMODATION

Last updated: 25th November 2018

Cancellation Policy

- **Standard Fee:** All cancellations will incur a \$30.00 fee and merchant fees associated with credit cards (as applicable) are non-refundable.
- Bookings cancelled within 14 days prior to attendance will incur a cancellation fee equal to the deposit/payment made – **full amount and non refundable.**
- Bookings cancelled between 15 and 30 days prior to attendance, will incur a cancellation fee equal to the deposit/payment made or (where circumstances permit) be offered to transfer payment to an alternative selection of dates suitable to both company and guest. Transfers are by management decision only and must be made within the same financial year – cut off date 30th June of any given transferrable year.
- All cancellations greater than 30 days will incur the standard fee only.

Pets Policy

- **NO** pets are permitted unless registered guide dogs with discretion of owner/manager.
- Guide Dogs being allowed will incur a pet bond of \$100 plus an additional cleaning fee of \$100 unless otherwise specified.

Booking Conditions

All accommodation stays are subject to the following terms and conditions:

Cash, credit card or direct credit are accepted unless auto payment system is selected – then secure auto payment system will engage and customer chosen card will be debited per payment instructions as per reservation documentation.

- The Host Guest or Company (whichever is applicable) will be liable to pay any charges incurred by any guest including replacements and costs for damage or loss to the Property plus additional guest fees if guest numbers exceeds original reservation numbers - no refunds are processed for attendance numbers less than specified on original reservation.
- A 'Security and Cleaning Bond' of \$100 is required on arrival - fully refundable post inspection on day of departure, providing the following items are adhered:

~ All rubbish to be wrapped / bagged and tied securely before placing in external bins supplied

~ Cleaning and scaling of fish is not permitted on the property unless securely wrapped and disposed of immediately in offal bins at the Peaceful Bay Refuse Site.

~ The Property (both internal and external) must be left clean and tidy; whereby all dishes are washed properly and put away, all furniture is returned to its original standing and used items correctly stored in cupboards.

Cigarette butts are placed in rubbish bins or sand pails located at your cottage/chalet/studio (not discarded into bushland and gardens).

No disused food is to be left out for wild native species as this attracts other feral predators to the property which may cause harm to protected wildlife

All rubbish and recycling to be placed into bin/bag provided or removed from the property.

Failure to comply with any of the above may attract an excess cleaning charge from \$50 to \$100.

~ If chalet keys are misplaced/lost a \$50 key charge is payable.

- The Property must not be used for unlawful purposes, vehicles can only be parked in designated areas and guests are requested to adhere to noise abatement rules to ensure all have peaceful enjoyment of the location.
- The Cottage/Chalet/Studio must be securely locked upon check-out and when absent for any extended period of time.
- Occupancy will commence and end as per itinerary dates unless otherwise agreed.
 - ~ All visitors must exit the Property by 10pm please.
 - ~ Any additional guests not detailed in original booking and staying overnight will incur standard nightly charges.

Check-in	Between 3pm and 5pm
Early Check-in	Can be accommodated in some circumstances (please discuss with office staff)
Late Check-in	5pm to 8pm (Available with prior notice only)
Check-out	Between 8am and 10am
Early Check-out	7am to 8am (available please discuss with office staff)
Late Check-out	Between 10am and 12pm – \$35 fee applies

Please be aware

All guests automatically agree to these terms and conditions when booking with Nutkin Lodge.