



# *Freycinet Holiday Houses*

## **Booking Terms & Conditions**

Please find below Freycinet Holiday Houses Booking terms and Conditions, for your consideration and agreeance.

They are in place for valid reasons, ensuring safety aspects are maintained for our guests and staff. Also, that we remain efficient and able to provide a premium service to our guests and clients.

**Please be sure to read and understand these terms and conditions relevant to your reservation.**

### **1. General Terms & Conditions**

- 1.1. To confirm your reservation, 50% of the total booking value is required at the time of your reservation. The balance of your accommodation must be paid 30 days prior to your arrival.
- 1.2. Guest numbers are limited to the number of guests requested at the time of reservation. If additional beds are required, it must be confirmed 48 hours prior to arrival. Unconfirmed numbers or after hours call-outs for extra linen will incur a \$50 fee, not including the extra charges for additional guest.
- 1.3. Additional guests are charged at \$30 - \$50 (depending on the property) per person, per night for the full duration of the booking.
- 1.4. Reasonable cleaning costs are included in the rental fee and guests agree to pay additional cleaning charges, if they leave the property requiring what is considered excessive cleaning. This includes washing, drying, and putting away dishes or removing excess rubbish.
- 1.5. Guests agree to be charged to replace items that are damaged beyond reasonable wear and tear.
- 1.6. Check in time is 3pm and check out is 10am. We may be unable to organise an early check-in or a later departure for your stay due to maintenance, deliveries and other unforeseen circumstances that may be happening on the day. Feel free to contact the office for a request.
- 1.7. Due to health and safety regulations, guests are not permitted to enter the holiday house if cleaning is in process.

- 1.8. The holiday houses are self-contained and are not a serviced accommodation venue.
- 1.9. Stock items are supplied (such as toilet paper, tea & coffee etc) initially free of charge and for your convenience, however replenishment during your stay is the responsibility of the guest.
- 1.10. Due to health and safety and to avoid damage, please do not move or rearrange furniture at the holiday house. Extra charges for labour and/ or damages may apply.

## **2. Cancellation Policy for Direct bookings only**

**If you have booked directly with Freycinet Holiday Houses, please see below the cancellation policy related to your travel. If you have booked through a travel agent, or an online travel agent such as HomeAway, Airbnb, Booking.com or Expedia or other. You will need to refer to the cancellation policies on your reservation as their terms and conditions will apply.**

- 2.1. Cancellation of a booking greater than 30 days prior to the date of your arrival, will be free of charge, minus a \$50 administration fee.
- 2.2. Cancellation of a booking within 30 days of the date of your arrival, or a 'no-show' will incur 100% of the total booking. No refund will be given.
- 2.3. No refund will be given if you cancel any part of your reservation during your stay or if you leave prior to your departure date.
- 2.4. We recommend purchasing travel insurance to ensure you can be compensated in case of an unforeseen circumstance where you may need to cancel your reservation.

## **3. COVID-19 Impact on Your Booking**

- 3.1. In the current climate, COVID-19 related cancellations due to travel restrictions are no longer considered to be unforeseen extenuating circumstances, as all guests are aware they are making a reservation during a pandemic. Reservations made after 14 March 2020 which are cancelled because of COVID-19 are not considered an extenuating circumstance.
- 3.2. **COVID-19 related events not considered an extenuating circumstance include** transportation disruptions and cancellations; travel advisories and restrictions; health advisories and quarantines; changes to applicable law; and other government mandates—like evacuation orders, border closures, prohibitions on short-term rentals and shelter-in-place requirements. The cancellation policy will apply as usual.
- 3.3. Therefore, we are unable to provide you with a monetary refund, if your reservation is impacted by any COVID-19 related event.

- 3.4. However, and notwithstanding the above in the event of government mandates regarding border restrictions or lockdowns, we will make an exception for your disrupted trip by offering you a non-refundable credit note with an expiry date of three (3) years from the date of issue, to be used at a future date subject to availability and at the house you have originally booked.
- 3.4.1 This non-refundable credit note is subject to house availability, seasonal rates, and minimum nights applicable on the new chosen dates and these conditions must be abided by.
- 3.4.2 If the house you have originally booked is taken out of the market as a holiday house, you would be required to choose another property within our portfolio to redeem this non-refundable credit note.
- 3.5 We will require paperwork to assess your eligibility; if this requirement has not been complied with, we will not be able to provide you with the non-refundable credit note and the standard cancellation fee will apply.
- 3.6 The non-refundable credit note will be for the monetary value that we have charged your credit card or have received from the external agent that you used to acquire the booking, as the case may be.
- 3.7 Please note that regarding **Airbnb and Expedia bookings only**, the amount of the non-refundable credit note will have the commission rate charged to us by these agents deducted, and any other fee we are charged, and excludes the service fee you have paid directly to these agents.
- 3.8 The non-refundable credit note will be processed once we receive confirmation from the agent on the amount to be disbursed to Freycinet Holiday Houses. It is subject to the funds being receipted from the agent.
- 3.9 If, for any reason, the agent fails to disburse the funds to Freycinet Holiday Houses, the credit note will become automatically void.

## 4. Failure of services or Equipment/Appliances

- 4.1. We make every effort to ensure the property is ready for you to enjoy your stay.
- 4.2. If a third-party issue is experienced e.g. power or water disruptions or an issue with the WiFi server/provider, please report this to our office asap. Please note we are not liable for this kind of third-party disruptions.
- 4.3. When an issue lies in facilities such as electrical equipment, again we do require this to be reported immediately for us to arrange the item to be fixed. Please note unreported issues do not warrant a refund after a guest's departure.

4.4. We will do our very best to arrange for the item or service to be fixed, restored, or replaced as quick as possible. However, it may not always be possible to achieve this during your stay, given we are in a remote area and stock, tradesmen and technicians are of limited availability.

## **5. Strictly not permitted**

5.1. Parties or excessive noise levels after 9 pm.

5.2. Smoking inside the holiday house. If a holiday house is deemed not suitable for the next incoming guest, a minimum cost of \$250 may be charged to your account to rehouse incoming guests. Also, extra cleaning fees may apply on top of this charge.

5.3. Dogs are only permitted at a pet friendly holiday house and there is a set cost of \$50 per dog staying. We do have a limit of 2 dogs per pet-friendly property.

5.4. We must at all times, be notified of any dogs intending on staying in any of our listed "pet friendly" holiday houses prior to your arrival.

5.5. Other pets are not permitted at any of our properties.

5.6. Moving or rearranging furniture. A set fee of \$250 for labour plus any extra charges for damages will apply.

5.7. No camping, caravans, or motor homes are to be on the grounds of a property.

5.8. Fires within the property boundary.

5.9. You may be asked to vacate the premises terminating your stay if any of these policies are not followed. Forfeiting the payment of your stay.

## **6. Your Agreement**

6.1. By agreeing to pay the accommodation tariff, you agree to be bound by the terms of this agreement and authorize Freycinet Holiday Houses to debit any or all fees/ charges set out herein, to the credit card details of which you provided at the time of making the accommodation deposit. Or that you agree that you will arrange payment accordingly and immediately.

6.2. Providing the full payment confirms your reservation and will indicate that you agree to the above terms.

6.3. Guests staying in our holiday premises do so at their own risk.

6.4. To the extent permitted by law Freycinet Holiday Houses and the Accommodation's Owner incur no liability for any loss, damage to property, personal injury, or illness

however caused. You agree further to indemnify and to keep indemnified Freycinet Holiday Houses and, its agents and employees, against any liability to any person arising in respect of any loss or damage arising out of or in consequence of your participation in the use of the premises managed by Freycinet Holiday Houses.