***Terms and Conditions***

* **Approved Guests**: only those guests listed on the booking request form are permitted to stay at the property.
* Parties / Weddings / Functions on the property are **strictly prohibited**.
* **No Smoking** – smoking is **not permitted** anywhere on the property.
* **No Pets** – Guests are not permitted to bring any pets onto the property.
* **Booking / Deposits / Payments**

|  |  |
| --- | --- |
| Deposit: | 50% of the letting fee is to be paid within 7 days of making the booking in order to secure the booking. WE accept only direct deposit payments. |
| Balance: | The balance of the letting fee is due at least 30 days prior to occupancy. The owner has the right to cancel the booking in the event of late payment. |

* **Cancellation Policy**

|  |  |
| --- | --- |
| **General** | In the event you need to cancel, full refund less an administrative fee of 5% is provided up to 60 days prior to arrival.  Cancellation within 30-60 days prior to arrival incurs 20% forfeiture of deposit and 5% administration fee.  Cancellation within 30 days prior to arrival, will incur 50% forfeiture of deposit and 5% administration fee.  Cancellation within 14 days prior to arrival will incur 100% forfeiture of deposit. |
| **COVID19**  **Refund** | If you are unable to travel or need to isolate due to Government COVID restrictions, then you can defer your booking for up to 12 months subject to availability, so you can enjoy the property at another time. |

* Security Bond – Credit card details are taken for security bond which is outlined in this Booking Form. These details are destroyed upon vacating The Bails in a reasonably clean and undamaged manner.
* **Cleaning by guest upon departure** – the property must be left in a similar condition to arrival. The guests are required to ensure the following is cleaned upon departure:
  + BBQ cleaned including plates / grills;
  + Kitchen items (including dishes and glasses etc) are washed and put away in cupboards;
  + Dishwasher is emptied and dishes and glasses etc put away;
  + All rubbish is placed in the external bins - general waste (brown lid) and recycled waste (yellow lid) - located in the parking area in front of the water tank at the front of the house.
* **Damage** – Guests will be responsible for any damage to the property in excess of the security bond and will be required to reimburse the owner for the full cost of any damage.
* **Check in / Check Times** –

The Arrival and departure times are strictly specified below  
 (unless otherwise negotiated with owner)

**Check In – 2pm on day of arrival**

**Check out – 10 am on day of departure**