



## Booking Terms & Conditions

*We thank you for choosing to stay in one of our holiday houses, and we hope you have a wonderful stay to Explore, Relax and Rejuvenate!*

Please find below Freycinet Holiday Houses Booking terms and Conditions.

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

We recommend all our guests purchase travel insurance to ensure you are adequately covered in the event of an unforeseen circumstance where you may need to cancel your reservation or are unable to complete your stay.

**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. All credit card payments (for Direct bookings only) will incur a 2% surcharge. Credit card payments when booking through an external Agent may differ. Please make sure you have read these conditions on the agent site prior to completing your reservation.

Credit card surcharges are non-refundable.

- 1.3. Guest numbers are limited to the number of guests requested at the time of reservation. If additional beds are required, they must be confirmed 48 hours prior to arrival. An unconfirmed number of beds, guests or after-hour callouts for extra linen will incur a \$50 fee, excluding the extra charge for additional guests.

To avoid the call-out charge we invite you to attend the office during business hours (from 9 am to 5 pm) to collect linen as required.

- 1.4. Additional guests that are 2 years or older are charged \$35 - \$65 (depending on the property) per person, per night for the full duration of the booking.

Infants are charged a \$10 set fee for the whole duration of the booking. Holiday houses that welcome infants have a travel cot available, please adhere to the maximum weight limitation on the travel porta cot if applicable. Inadequate use of the travel porta cot is the sole responsibility of the guest.

- 1.5. Your tariff is inclusive of standard clean. Extra charges will be imposed if the accommodation is left in an unreasonable condition. By completing your reservation, you agree to pay these extra charges if the property is left requiring what is considered excessive cleaning. This includes washing, drying, and putting away dishes or removing excess rubbish.
- 1.6. Although we don't require a security bond, by completing your reservation, guests authorise us to charge your credit card for damages considered beyond reasonable wear and tear; or for not adhering to the house rules, as per the **Strictly Not Permitted** section detailed on this document.

Failure to pay the amount owing will result in legal action and all costs of that action will be charged to you.

- 1.7. Frequently we have changeovers on the same day. This means that one booking finishes in the morning and a new booking commences in the afternoon. During the gap, the houses are cleaned, minor maintenance is carried out and we may also have deliveries or other essential activities scheduled for the day.

Therefore, our standard check-in time is 3pm and check out is 10am. Access codes for the properties are sent by SMS a few minutes prior to 3 pm on your arrival date. If an early check-in for the house is available, guests will receive this SMS earlier than our standard check-in.

- 1.8. Due to our company health and safety policy, guests are not permitted to enter the holiday house if cleaning is in progress.
- 1.9. The holiday houses are self-contained and are not a serviced accommodation venue.
- 1.10. Some complimentary items are supplied at the commencement of your stay (such as toilet paper, tea & coffee etc), however any further provisions required during your stay are the responsibility of the guest.
- 1.11. Due to our company health and safety and to avoid damage, guests are prohibited from moving or rearranging furniture at the holiday house. Extra charges for labour and/or damages apply and will be charged.

## **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. Transferring the dates of your reservation is not permitted. If you cannot complete your trip on the dates you have originally booked, your reservation cannot be moved to a future date and the cancellation policy will apply.
- 2.5. We recommend all our guests purchase travel insurance to ensure they are adequately covered in the event of an unforeseen circumstance where they may need to cancel their reservation or are unable to complete their stay.

Limited unforeseen extenuating circumstances impacting the principal guest from travelling may be considered as an exception to this policy by offering a non-refundable credit note. The non-refundable credit note will have 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.

- 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.
- If the house you have originally booked is taken out of the market as a holiday house, you will be required to choose another property within our portfolio to redeem this non-refundable credit note.

We will require evidence of the extenuating circumstances to assess your eligibility for an exception. Timeframes to provide supporting documentation are limited. If your booking is more than seven days from the date of your request, please provide documentation within the next 72 hours from the day of your request. If your booking is less than seven days from the date of your request, please provide documentation by COB of the day of your request.

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.

Please note **Airbnb and Expedia bookings only**, the amount of the non-refundable credit note will have the commission rate from the agents deducted, and any other fee we are charged, and excludes the service fee you have paid directly to these agents.

The non-refundable credit note will be processed once we receive confirmation from the agent of the amount to be disbursed to Freycinet Holiday Houses. It is subject to the funds being receipted from the agent.

If, for any reason, the agent fails to disburse the funds to Freycinet Holiday Houses, the credit note will become automatically void.

### **3. Failure of services or Equipment/Appliances**

- 3.1. We make every effort to ensure the property is ready for you to enjoy your stay.
- 3.2. 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 by phone or email immediately. We will not be held liable for third-party disruptions.
- 3.3. When an issue lies in facilities or amenities such as electrical equipment, appliances or other; again, we 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.
- 3.4. We will do our very best to arrange for the item or service to be fixed, restored, or replaced as quickly 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.
- 3.5. Whilst care is taken to ensure that the description of facilities and services of our holiday houses are accurate, facilities are continually being changed, upgraded, and on occasion taken out of service. If this has been the case, there are no grounds for compensation.

These are not grounds for a refund or compensation for any loss you may have incurred or inconvenience to your stay.

### **4. Strictly not permitted**

- 4.1. Parties or excessive noise levels after 9 pm.
- 4.2. 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.
- 4.3. Dogs are only permitted in our pet-friendly holiday houses and there is a set fee of \$50 per dog staying. We do have a limit of 2 dogs per pet-friendly property. The pet fee does not cover any damage to the property caused by your furry baby.
- 4.4. We must always be notified of any dogs intending on staying in any of our listed "pet friendly" holiday houses prior to your arrival.

- 4.5. Other pets are not permitted at any of our properties.
- 4.6. Moving or rearranging furniture is not permitted. A set fee of \$250 for labour plus any extra charges for damages will apply.
- 4.7. No camping, caravans, tents or motor homes are to be on the grounds of a property.
- 4.8. Fires within the property boundary.
- 4.9. Electrical Vehicle Charging at any of the holiday houses is not permitted. Extension cords from vehicles, caravans or motor homes to any power point at the holiday houses is also not permitted.
- 4.10. 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.

## **5. Your Agreement**

- 5.1. By agreeing to pay the accommodation deposit, 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.
- 5.2. Providing the full payment confirms your reservation and will indicate that you agree to the above terms.
- 5.3. Guests staying in our holiday premises do so at their own risk.
- 5.4. 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.