

Terms & Conditions (as at 01/03/23)

BOOKING CONDITIONS – Bookings are accepted with the understanding that guests have read and accept all terms and conditions.

We appreciate guests ensuring that the cottages are maintained & left in a tidy condition on departure. If property is damaged, we would appreciate guests letting us know. Guests should expect a reasonable replacement or repair cost of damaged property may be charged to them - either debited from the credit card provided at time of booking or via invoice. We also reserve the right to charge an additional cleaning fee (\$50) if the cottage is left in an unreasonably, untidy condition.

If holidaying with your pet, please note and abide by “**Conditions when holidaying with your pet**” on our website.

Given our location and the topography of the region, phone reception is sketchy. Telstra and Optus provide the best reception. We have installed Satellite NBN/WIFI which services the farm and all cottages. **The satellite service does not provide for “streaming”.**

HOW TO MAKE A BOOKING. A deposit of 50% of the total tariff is processed to confirm a reservation ~ We accept Visa & Mastercard over the phone or you can lodge credit card details online via our secure booking button.
CONFIRMATION OF BOOKING: Please Note – actual confirmation of booking will be made on processing of 50% deposit. We then send an email confirming dates & times & information on how to access your cottage – please bring this letter with you as it provides important touring tips and information on how to access your cottage(s).

BALANCE PAYMENT: Balance is payable 7 days prior to arrival.

CANCELLATION POLICY (standard industry cancellation policy applies).

- Deposits are non-refundable with less than 21 days' notice of cancellation.
- **Total tariff is non-refundable with less than 7 days' notice of cancellation.**
- 10% of deposit is non-refundable regardless of amount of notice (*covers bank/admin cost*)
- If a “**Catastrophic**” Fire Danger Rating is declared for the time of your expected stay, management reserves the right to cancel all or part of your booking. Monies paid will be refunded (pro rata) or there's an option to defer ** (*see note below*)

Note: In the event you need to cancel, we will make every effort to rebook your cancelled dates. You are also able to resell your booking if able – and advise of us alteration. If the cancelled dates are rebooked, deposit/tariff or portion relative to new booking will be refunded - less administration fee of 10% of deposit.

** SUMMER BOOKING ~ CANCELLATION POLICY: Please visit www.emergency.vic.gov.au to understand the Victorian bushfire warning system and download the app. Be aware and stay informed. Download the fire ready app <https://www.cfa.vic.gov.au/plan-prepare/vicemergency-app>. Please speak with us to clarify & discuss the actual weather situation here in this locale prior to making a final decision on your travel plans. Catastrophic rated days are very rare. However, in the event of an authorized CFA designated CATASTROPHIC fire warning being called for our district, (Western) we reserve the right to cancel all or part of your booking. In this instance, we offer one of two options:

1. Defer your booking to another time - a credit note to the value of portion of stay affected will be provided. Conditions apply: Use of credit notes are subject to availability, valid for one booking, valid for use 12 months only from date of cancelled stay. OR
2. Tariff will be refunded (pro rata) less admin/bank fee of 10% of deposit.

We recommend guests consider Travel Insurance.

Note: Minimum bookings of 7 nights apply over the Christmas/New Year & 3 or 4 night minimums may apply over public holidays. Check– out is any time prior to 10.30am. Ask about late checkouts which we are pleased to offer if available. We ask guests to be mindful of checkout time (10.30am) as we have a cleaning schedule to meet. Additional fee of \$50 may apply if checkout time is not met.

GIFT VOUCHERS are available and are valid 14 months from date of purchase ~ We process payment (based on current tariff) in full at time of purchase and make up a Special Gift Voucher ~ to your specifications.