

PRIVACY POLICY

Protecting your privacy is very important to us. The information that we gather is only ever used lawfully and to give you the best possible service.

In order for us to process orders and provide customer service we require certain information from you. This information includes contact information — your name, address, phone number, email address and financial information such as credit card details.

We do not store financial information.

We use industry standard security technology on our website.

We will never pass on your private details to a third party.

If you have any questions about our Privacy Policy please email us at daliasmagicmountain@gmail.com.

TERMS AND CONDITIONS

HOUSE RULES

In order to maintain a high standard for our guests, and although we appreciate most will respect our property, the following terms and conditions apply.

The booking calendar is blocked only after payment has been received. Please read the House Rules Manual during your stay.

Check-in: After 3pm

Check-out: 11 pm

SMOKING IS STRICTLY PROHIBITED IN THE HOUSE

Smoking is allowed in the gardens or on the deck with ashtrays provided.

No pets allowed.

NO PARTY POLICY

The peaceful setting of Dalia's Retreat makes the property unsuitable for loud music and noisy guests. Non-adherence to this rule may lead to immediate eviction, non refundable.

There is a strict noise curfew from 10pm. We request you lower your voices at this time.

The House Configuration

Please be aware that we offer this large property with it's two storey house, as a couples retreat and for small groups to enjoy the ambience, and tranquility.

The house is divided into 2 apartments, with a ground floor studio, located on the north side of the house.

Shared Courtyard

The downstairs rear courtyard is a shared space. Each ground floor apartment has it's own dedicated alfresco area on opposite sides of the courtyard. Please be prepared to greet other guests during your stay as is common in all guest houses and be respectful with your noise levels.

No children under the age of 12yrs are accepted as the property is not child safe. The garden is located on the escarpment with terraced garden pathways and steps. Children must be supervised at all times and not be left in the house on their own. Parents who bring their children are completely responsible for their safety. We will not be held liable for any mishaps or falls.

Departure Policy.

Cleaners in the mountains are on a busy schedule with back to back cleans on the same day as new arrivals. Therefore, the apartment must be left tidy before leaving at 11am.

Garbage is to be placed in the red and yellow bins at front of house.

All dishes, pots and pans must be washed and put away in the cupboards before leaving.

The BBQ is for your enjoyment. Please make sure you clean it after use otherwise a \$50 cleaning fee will be charged.

The kitchen must be left in a clean manner. Wet towels are to be left on the bathroom floor.

All lights, fans and heating is to be turned off on departure. The key is to be returned to the lockbox.

The parking voucher must be returned where it was found inside the house.

CANCELLATION POLICY

100% Refund 30 days before check in.

50% Refund 14 days before check in.

Less than 14 days no refund however dates can be transferred without charge.

No refunds for cancellations made within 7 days of check in. A booking can be transferred to another date without penalty.

COVID EXCEPTION TO THE ABOVE

Based on the assumption that there are travel restrictions in place that preclude travel, we can give you a full refund or a change of dates. This only covers where the restrictions are such that you are not allowed to travel versus the government encouraging people not to travel.

The owner will make every effort to ensure the property is available as booked. However the owner reserves the right to alter or cancel a booking due to unavoidable or unforeseen circumstances, in which case a full refund will apply.

The nightly rate is inclusive of 1 - 2 guests. Each additional guest thereafter is charged \$50 per person/night. It is against house rules to bring more guests into the house than you have booked.

No visitors other than booked guests are permitted on the property, to keep the noise level to a minimum and avoid loud parties.

Please inform our Property Manager if you have extra guests coming to allow for delivery of linen and towels to make up the beds. Our Manager is often at the house, so we wish to avert any embarrassing surprises and situations.

Damage, Breakages and Theft

Guests are held responsible for any damage, breakage and theft during their stay. This must be paid for by the guest. The owner takes no responsibility for the guest's personal property during their stay.

The reservation & booking constitutes an affirmative by you that you have read, accepted & agree to abide by the terms & conditions of occupancy of Dalia's Blue Mountain Retreat.