

## 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.

Pets not 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.**

**Should we receive a NOISE COMPLAINT from another guest because they weren't able to sleep during the night, you could be charged through compensation of their nightly rate, as the guest may ask us for a refund due to the noise disturbance. Remember this is a RETREAT in a shared two storey house.**

### **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 of this magnificent location.

The house is divided into 2 apartments, with a ground floor studio, located on the north side of the house. Each with it's own private entry.

No furniture is to be moved in the house especially, in Sterling Manor with it's parquetry flooring.

### **Shared Courtyard**

The downstairs rear courtyard is the only shared space. Each ground floor accommodation has it's own dedicated alfresco area on opposite sides of the rear courtyard. The Garden of the Stars Studio uses the Aries Courtyard. Sterling Manor guests use the grey deck/pergola. Please be prepared to greet guests who may also be staying at the house during your stay as is common in all guest houses and be respectful with your noise levels.

### **Children Policy**

No children under the age of 12yrs are accepted as the property is not child safe. We would appreciate no loud yelling or running in the house as noise travels. The garden is located on the escarpment with terraced pathways and many 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.**

The kitchen must be left in a clean manner.

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

Cleaners in the mountains are on a busy schedule with back to back cleans often on the same day as new arrivals. Therefore, we would appreciate you leave the apartment tidy before leaving at 11am. Normal checkout is 10am, and we offer guests that extra hour for housekeeping duties before your 11am departure.

The cleaning fee charged is for a standard COVID and preparation clean. Any additional cleaning costs incurred as a result of your stay will be charged to you.

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

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

Wet towels are to be left on the bathroom floor.

All lights, fans and heating is to be turned off before departure.

**The key** is to be returned to the lockbox. Any loss of keys or remote controls has to be reported to us as soon as possible and will need to be mailed back by express post. A \$30 fee will apply.

**The Parking voucher must be returned** where it was found inside the house for the next guest.

### **CANCELLATION POLICY**

100% refund for cancellations made within 48hours of booking when the check in date is at least 14 days away.

100% refund is offered 30 days before check-in

50% refund for cancellations made at least 7 days before check in.

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 \$70 per person/night.

**It is against house rules to bring more guests into the house than you have booked and paid for.**

### **No outside visitors are permitted on the property without pre-arrangement in writing to us.**

Excessive noise, parties and functions are not permitted as they can cause disruption to other guests staying in the house as well as nearby neighbours. Failure to comply with any of the guest's fundamental obligations and the terms and conditions of the property, may result in immediate eviction without refund.

Please inform our Property Manager if you would like to book for an extra guest, to allow for delivery of linen and towels. As our Manager is often at the house, we wish to avert any embarrassing surprises and situations.

### **Personal Injury and Property Damage:**

The property owner shall not be liable or responsible for:

- (a) any personal injury at this property or consequential damage of any nature whatsoever, that may be suffered or sustained by the guests or by any other person who may be upon the Premises; or
- (b) any loss or damage of any nature whatsoever, of any property belonging to the guests or to any other person while or about the Premises.

\* The reservation & booking constitutes an affirmative by you, as the primary guest that you have read, accepted & agree to abide by the terms & conditions of occupancy of Dalia's Blue Mountain Retreat and understand that you are responsible for the compliance by all other guests in your booking.

Thank you for your help and co-operation.

We wish you a wonderful stay

MANAGEMENT