# **Beach Cottages Torquay - Booking Conditions**

"Have a great holiday ... please respect our house & neighbours"

## Payment:

A deposit of 50% is required to confirm a booking (or full payment for single night stays). This may be paid by direct deposit or credit card (Mastercard or Visa). A 2% surcharge is applicable on credit card payments. The balance is payable prior to or upon arrival. Deposits are non-refundable for cancellations unless the vacancy is filled. A booking fee applies to all cancellations.

## **Arrivals and Departures:**

Check-in time is from 2pm and check-out is 10am sharp (no later) unless otherwise advised by Beach Cottages.

### **General Conditions:**

- 1. The property is to be used for holiday rental purposes only.
- 2. NO SMOKING in any properties what so ever.
- 3. Each property is designed to accommodate a maximum number of 6 guests. Permission must be given PRIOR to your arrival for any extra guests other than those already booked in. Additional costs apply for extra guests. Only those people who have been booked in and paid for are allowed accommodation
- 4. The property will be professionally cleaned prior to your arrival. We ask that you leave the property in a clean and tidy condition prior to your departure time.
- 5. Beach Cottages is not responsible for the security of your belongings. It is your responsibility to ensure the property is left secure at all times and after departure.
- 6. While every effort has been made to describe the property accurately, Beach Cottages is not responsible if the chosen accommodation does not "meet" the expected style required. To reduce the risk of this happening, please study all the pictures and description of the property on website at <a href="http://www.tigermothworld.com.au/beach-cottages-torquay/">http://www.tigermothworld.com.au/beach-cottages-torquay/</a> prior to your arrival and call us if you have any queries.
- 7. Beach Cottages is not responsible for poor or no TV reception or performance or failure of utilities, essential services or appliances. Please contact us immediately and every attempt will be made to contact the appropriate authorities and arrange repairs. However immediate repair may be beyond our control.
- 8. Guests are required to supply their own beach towels
- 9. Noisy parties or gatherings are not permitted. No extra persons are allowed on the premises after hours. If Beach Cottages receives any noise complaints, we reserve the right to immediately evict guests from the property.
- 10. Sorry, our properties are not suitable for Schoolies type bookings.
- 11. Sorry, no pets allowed.
- 12. If you find that any of the above conditions are too restrictive for you then we would recommend that you seek alternative accommodation

#### **Environmental Considerations:**

- 1. Water restrictions are currently in force. Please do not waste water.
- 2. Cooling. Ceiling fans are fitted in Cottage No.1 & 2. The properties are well ventilated to take advantage of the afternoon sea breeze in warmer weather. There is a reverse cycle aircon/heater in each property. However, we encourage you to take advantage of the fresh sea air in warmer weather.
- 3. Heating. Electric heating is provided. However, please turn off your heaters when you are not in the beach house and upon departure.
- 4. There is both a rubbish bin and a recycle bin. Please separate your recyclables and bin accordingly.

#### Damages:

As the tenant, you are responsible for all damages, breakages and loss incurred during the term of your occupancy and any additional cleaning costs required. We ask that you advise us of any mishaps for which you will be required to pay. Your nominated credit card will be charged to cover these costs or (if you have not paid by credit card) an invoice will be sent which you will be required to pay.

# **Cancellation Policy:**

Cancellation fees apply –A deposit of 50% is required to confirm your booking. Balance payable prior to or on arrival. Deposits are non-refundable for cancellations within 28 days of arrival, unless vacancy filled. A booking fee applies to all cancellations.