

Terms and Conditions of Temporary Holiday Accommodation at Cape Howe Cottages

Note: Variances may be agreed by prior arrangement with us.

We make every effort to ensure the cottage is available as booked, however we reserve the right to make alterations to bookings due to unforeseen circumstances.

Deposits, Payments, and Amendments: A deposit of 50% of the total tariff is payable to confirm a booking. Payment of the balance is due on arrival or as per the date stated on your confirmation letter. For a single night stay full payment is required upon booking. Within 48 hours of arrival, should you wish to reduce your length of stay you will be charged the total cost of your original booking unless we are able to rebook the vacant days. Once the rental period has commenced there are no refunds for early termination.

Standard Cancellation Conditions: Your deposit is refundable (less a \$50 administration fee) should you cancel your booking more than two weeks prior to arrival. If you cancel within two weeks of arrival your deposit will be forfeited.

Peak Season and Public Holiday Cancellation Conditions: Your deposit is refundable (less a \$50 administration fee) should you cancel your booking prior to full payment being received. After full payment has been received, refunds for cancelled bookings will only be provided where we are able to rebook the vacant days less your deposit which is held as a cancellation fee. It may be wise to consider travel insurance to cover you in the case of any emergency.

Covid-19 Cancellation Conditions: Your deposit is fully refundable if you cancel due to government-imposed travel restrictions that prevent you traveling to the region.

Occupancy Conditions: To maintain quality standards, safety and privacy for all guests we require compliance of certain conditions. We appreciate that most will respect our property, but occasional abuse requires that we state the following conditions:

1. The number of guests and visitors at the cottage should not exceed the number stated on your confirmation advice unless subsequently agreed with us.
2. All guests and visitors are required to be registered to ensure that they are covered by insurance liability and relevant licenses. This is also an essential safety regulation in the event of evacuation and Covid-19 tracing.
3. Pets are not allowed at any cottage other than at The Snug by prior arrangement and subject to the terms and conditions of our Pets Policy.
4. The accommodation, services and facilities at Cape Howe Cottages are provided for registered guests only; therefore parties, functions and any non-paying visitors are prohibited unless prior agreement has been received from us. The tariff you have been charged does not allow for extra costs associated with additional visitors in terms of cleaning, breakages, rubbish removal, power, water, gas consumption, wear and tear, maintenance etc. Use of the facilities contrary to this may result in additional charges or your immediate departure being requested.
5. If you have friends or relatives booked into another cottage at Cape Howe Cottages, then we request that you congregate off site and not at any individual cottage. Movement of items or equipment from one cottage to another is prohibited and will result in additional charges.
6. Departure – the cottage is to be left in a similar state to its condition on arrival. We may inspect the property prior to your departure and additional cleaning fees may be charged.
7. Check-out time is strictly 10:00 am unless otherwise agreed with us prior. Additional charges will apply if our housekeepers are required to wait for you to vacate the premises.
8. Disturbance to our neighbours and other guests including excessive noise is prohibited and may result in immediate termination of your booking.
9. Theft and loss are your own responsibility during your stay.
10. We request that you report any damage or breakages prior to departure – charges may apply for repair or replacement.

Thank you for your co-operation – we look forward to providing you with a special holiday experience

