



Glen Isla c.1885

Luxury Blue Mountains Accommodation

Terms & Conditions of Stay

Please ensure that you have read and agree to the following terms and conditions prior to confirming your booking.

Deposit

A non refundable deposit of 50% of the total of your stay is required to secure the booking. Payment of the rental deposit constitutes the client's acceptance of these Terms and Conditions.

Balance

The remaining balance of the rental amount must be received in full **14 days** prior to occupancy. If not, the owner has the right to cancel the booking and attempt to re-let the property.

Cancellation

If cancellation is caused by the client, any money paid is not refundable unless the house is re-let for the entire period. If a refund is made due to the property being re-let, a \$100 cancellation fee will apply.

Unforeseen Circumstances

The owners will make every effort to ensure the property is available as booked. However the owners reserve the right to make alterations to bookings due to unforeseen circumstances.

Your Responsibilities

To maintain a good standard for our guests we require certain conditions to be complied with. We appreciate most will respect our property but the occasional abuse requires that we state the following conditions:

Number of Guests

The number of guests staying at the property must not exceed the number stated. Fees and additional charges will apply for excess guests not agreed with the owners in advance.

Number of Guests

Parties and Functions are strictly prohibited. The price charged is for domestic use only and does not apply to corporate functions. Accordingly this rate does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Use contrary to this may result in loss of your bond and/or additional payments.

Damages, Breakages, Theft & Loss

Damage, Breakages, Theft and Loss are the tenants responsibility during their stay. The owners take no responsibility for any damage, breakage, theft or loss of any guest item for the duration of their stay.

Departure Time

On departure, the property should be left in a similar state to its condition on arrival. Check-out time is 10:00 by the latest, to allow time to prepare property for next guests however late check-out can be arranged on prior request.

Disturbance to Neighbours

Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination of rental and loss of bond.

Bond

Bond security is taken by way of a credit card over the phone. Alternatively, bond is payable by direct deposit of \$500 to the owners account. It is designed to cover any additional costs incurred including but not limited to, any breakage, damage or excess cleaning requirements, extra guests beyond those declared etc. The bond will be returned after the stay providing all terms and conditions have been met.

Pets

Pets are not allowed unless specific arrangements have been made in writing with the owner.

Variations to these conditions may only be made by prior arrangements with the owner in writing.