

JAMIESON COTTAGES by the river

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Terms and Conditions

1. DEFINITIONS

- “Booking” means the period for which you have paid to stay at the Property.
- “Property” means Jamieson Cottages by the River and all its fixtures, fittings and equipment.
- “Management” means the owner and manager of the Property.
- “Guests” means the persons who stay overnight in the Property during the Booking. “Visitor” means a person a Guest permits to visit the Property during the Booking.

2. ACCEPTANCE & RESPONSIBILITY.

- Payment of the Deposit constitutes acceptance of these Terms and Conditions.

3. CHECK IN/ OUT

- Check-in time is not before 2pm on the arrival date and check out time is not later than 10.30am on departure date.
- Late departure is subject to prior arrangement and availability.
- You must notify Management of expected arrival time and a mobile contact number at least 3days before arrival.
- Check-in/check-out and key collection/return procedure will be as emailed unless special arrangements have been made prior to arrival.

4. PAYMENT

- A deposit of 50% of total booking cost, must be received within 5 days after the Booking is taken by
- Management. Bookings are not confirmed unless and until this deposit is received.
- Payment in full must be received no later than 2 days prior to your arrival
- Payments of the amount due must be received in Australian dollars net of any bank or other transaction charges.
- Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice or liability to you.
- We accept payment by the following methods: direct deposit into our bank account or cash on arrival (after deposit)
- Our bank details will be advised to you.

5. CANCELLATION OR VARIATION

- If you wish to vary or cancel your booking, please contact us immediately on 0448984505
- Your deposit is non-refundable in the event of a cancellation if less than 24hrs notice
- If you have paid more than the deposit or paid in full and cancel your Booking you will be offered an accommodation credit.
- Should you be eligible for a refund it will be made by direct bank transfer into your nominated account.
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- If Management is able to relet the Property for the period cancelled a further refund may be made less administration charges, commissions and expenses.
- We have a minimum 2 night's stay policy. No refund will be made for a variation to the extent that it breaches our minimum night's stay policy.

6. SECURITY BOND

- A credit card authorization must be provided to Management upon confirmation of your Booking
- Any damage loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the credit card. Examples include but are not limited to any breakage, damage or excess cleaning requirements, extra Guests or Visitors beyond those declared.

7. UNAVAILABILITY

- If the Property becomes unavailable for your occupancy due to unforeseen circumstances (e.g. fire, storm, damage, etc.) then Management will inform you immediately any moneys paid will be refunded in full.

8. PARTIES & FUNCTIONS

- Parties and Functions are strictly prohibited.
- Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

9. LINEN AND TOWELS

- We supply linen, pillows, blankets and towels which must be left where supplied in the bedrooms or bath room on departure. Beach towels are not included. Towels are not to be used at the river.

10. PETS

- Pets are not allowed at the Property

11. YOUR OTHER RESPONSIBILITIES

- You must comply with all applicable Jamieson Cottages by the River House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbours.
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion)
- Only the guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay extra charges will apply or the agreement may be terminated without refund.
- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate rubbish bins provided, and crockery/cutlery washed and packed away.
 - The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee.
- All furniture and furnishings must be left in the position they were in when you arrived
- The property should be vacated on time.
- You are responsible for the safekeeping and replacement of accommodation keys.
- Smoking is not permitted inside the Cottage. Ashtrays are provided if smoking outdoors.

12. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.

We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at our property.