

Yarrowonga Mulwala Tourism Inc

Holiday Booking Terms & Conditions

1. Booking Arrangements:

The person making the booking ("the guest") shall be deemed to have read and accepted these terms and conditions on behalf of all persons arriving at the property or named in the booking upon payment of the deposit.

2. Payment Terms:

2.1 For all bookings a holding deposit of \$500 or one night's accommodation, whichever is the greater, will be paid upon making the booking.

2.2 60 days prior to arrival 50% of the total tariff is required to maintain the booking. The holding deposit in 2.1 at the time of receiving 50% of the total tariff will convert to be held as the Security Deposit.

2.3 The outstanding balance of the total tariff is required to be paid 14 days prior to arrival.

2.4 Yarrowonga Mulwala Tourism Inc ("the booking agent") accepts the following methods of payment, Visa, MasterCard, Direct Credit, Cheque, Money Order and cash.

3. Security Deposit:

3.1 A Security Deposit is required for all bookings and must be paid in accordance with the Payment Terms at 2.1 and 2.2.

3.2 The security deposit will be refunded to the guest in full within 10 business days of departure date, provided the Booking Agent is satisfied that the guest has abided by the terms and conditions contained herein.

4. Official Check-in Time:

4.1 Check-in time is 2:00pm.

4.2 Keys to the property can be collected from the Visitor Information Centre between 2pm and 5pm.

4.3 If you intend arriving after 5pm please ensure that the booking agent has been notified by calling (03) 5744 1989 so that your keys can be collected at the Terminus Hotel (before 10pm), 95 Belmore St, Yarrowonga (telephone (03) 5744 3025).

5. Official Departure Time:

5.1 Check-out time is **strictly 10am** as cleaners will be arriving.

5.2 Keys must be returned to the Visitor Information Centre. If returning keys prior to 9am please place the keys inside the letter box at the front door of the Visitor Information Centre.

5.3 Keys returned after 10:30am will automatically incur an additional day's tariff and *will be deducted* from your Security Deposit.

6. Cancellation Policy:

6.1 Cancellation by the Guest:

6.1.1 If the guest cancels a booking by giving 30 days or less notice of the Arrival Date all monies held shall be forfeited and no refund made.

6.1.2 If the guest cancels a booking by giving more than 30 days notice prior to Arrival Date the deposit shall be returned to the guest less a \$100 cancellation fee.

6.2 Cancellation by the Booking Agent or Property Owner:

6.2.1 Bookings are taken in good faith on behalf of the property owner. The booking agent is not responsible for cancellation of, or changes to, a booking if instructed to do so by the property owner.

6.2.2 In the event of such cancellation, the booking agent shall, in consultation with the guest, endeavour to source alternative accommodation.

6.2.3 In the event that the booking agent cannot source alternative accommodation, or the guest is not satisfied with the alternative accommodation sourced, then the guest shall receive a full refund of all monies paid to the booking agent.

7. Change of Property Request by Guest:

7.1 More Than 30 Days before Arrival:

Once a booking has been confirmed by way of a deposit and a change of property is required, providing that the request is received by the booking agent more than 30 days before arrival date and availability of an alternative property has been confirmed, a booking transfer fee of \$100 per transfer applies.

7.2 30 Days or Less before Arrival:

When a change request is received by the booking agent within 30 days or less of the arrival date, normal cancellation fees apply, in accordance with the cancellation policy contained in sections 6.1 and 6.2 above.

8. The Guest's Liability and Responsibility:

8.1 Number of People Booked Into Property:

The number of persons specified on your booking confirmation is to be the maximum number residing in the property during the term of your booking and will **NOT** exceed this number. Violation of this condition will result in *immediate eviction* of all people from the property and forfeiture of any monies held by the booking agent, including the Security Deposit.

8.2 Animals:

Due to Health Regulations, animals are **NOT** permitted inside or on the external surrounds of the property at any time. Violation of this condition will result in *immediate eviction* of all people from the property and forfeiture of any monies held by the booking agent, including the Security Deposit.

8.3 Lost Keys and/or Remotes:

8.3.1 In the event of lost keys, the guest will reimburse the booking agent for the cost of new locks and new keys plus an administration fee of \$50.

8.3.2 In the event of lost remotes, the guest will reimburse the booking agent for the cost of a replacement remote plus an administration fee of \$50.

8.3.3 Should you lock yourself out, or require after hours assistance, a fee of \$100 plus expenses will be payable to the booking agent.

8.4 No Smoking Rule:

8.4.1 Smoking is **NOT** permitted inside the property at any time. Violation of this condition will result in *immediate eviction* of all people from the property and forfeiture of any monies held by the booking agent, including the Security Deposit.

8.4.2 Please contain smoking to the outside areas of the property and dispose of butts in the appropriate manner. Butts left lying around the property will incur an *excess cleaning fee* of \$50.

8.5 Breakages/Damage:

8.5.1 All breakages or damages must be reported to the booking agent.

8.5.2 All damages will be paid for by the guest. If a Security Deposit claim exceeds the deposit held, the booking agent reserves the right to debit monies owed from the guest's credit card or other payment form organised by the guest. Cases of willful damage will be reported to the Police for appropriate action.

8.6 Departure Conditions:

8.6.1 The guest is responsible for ensuring that, when vacating the property, doors are securely locked, windows securely closed and locked where locks are fitted, all lights, heating, cooling and other appliances are turned off.

8.6.2 The guest will ensure that garbage is placed in the appropriate bins and that bins are taken out on collection days. Please ask the booking agent for collection days.

8.6.3 The guest shall leave the property in a neat and tidy condition.

8.6.4 If the guest contravenes clause 8.6.1 above and damage or theft occurs as a result then clause 8.5 above applies.

8.6.5 If the guest contravenes clauses 8.6.2 and/or 8.6.3 above then the guest will be charged an *excess cleaning fee*.

8.7 Intolerable Behaviour, Excessive Noise, etc:

Intolerable behaviour, such as, neighbours being inconvenienced by extra cars, boats, etc parked in their areas, disruptive behaviour, major disturbances, excessive noise, etc will **NOT** be tolerated.

Violation of this condition will result in *immediate eviction* of all people from the property and forfeiture of any monies held by the booking agent, including the Security Deposit.

9. Disclaimer

9.1 We aim to make your holiday experience as pleasant as possible. However, we cannot be held responsible for the actions taken by the owner of the premises outside of our control, such as tariff increases, sale of property, change of furniture & fittings, etc.

9.2 We are not responsible for any interpretation or misunderstanding about the premises booked. Prices and conditions are subject to change without notice.

9.3 Every effort is made to ensure that information displayed on our website is correct. Information and rates on our website are subject to change without notice. Property room photos may not be of actual rooms allocated. Photos are indicative only. Accommodation facilities listed are subject to change by the owner of the premises.

9.4 Quotes and reservations are subject to availability and actual pricing at the time of the booking. Quotes are valid for seven (7) days. Verbal quotes are only an estimate, subject to written advice on confirmation from the booking agent. The price of your booking cannot be guaranteed until full payment is received.

9.5 Yarrowonga Mulwala Tourism Inc both for itself and on the behalf of their employees, agents or volunteers do not accept any responsibility for any act, omission, default or neglect of themselves, their employees, agents or volunteers for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statement made by their service providers in terms of travel arrangements. By utilising the services provided by Yarrowonga Mulwala Tourism Inc. you agree that: Yarrowonga Mulwala Tourism Inc. will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation or other services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.

9.6 Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.