

## Terms and Conditions for Accommodation and Booking Service

Please read the following carefully before booking your accommodation and services through Stanthorpe Real Estate. Your acceptance of the following terms and conditions is necessary for all accommodation bookings.

### Booking Conditions:

1. Bookings are not confirmed until a minimum of 50% deposit is received for the booking. The balance must be paid at arrival by credit card.
2. Keys cannot be issued unless payment in full has been made.
3. Payments can be made by Mastercard, Visa or American Express.
4. Once a deposit has been taken, details will be confirmed in writing. The confirmation letter will record the dates, cottage, and balance payable as well as instructions. It is essential that this letter is brought with you on arrival.
5. Most properties have a minimum 2 night stay. Long weekends and holiday periods often require a minimum of 3 nights' stay. However, there may be opportunity for 1 night stays under certain circumstances and subject to special rates.
6. Keys are to be collected at the office of Stanthorpe Real Estate, 31 Maryland Street Stanthorpe, between 2pm and 5pm on the day of arrival. If arriving outside these hours, prior arrangements will need to be made before the day of arrival. Please consult your confirmation letter for detailed instructions. An "after hours key collection fee" of \$25 may apply.
7. Standard check in is 2pm on the day of arrival and check out is 10am unless otherwise advised by Stanthorpe Real Estate. Late check out may incur a \$10 per hour fee.
8. Stanthorpe Real Estate booking service & **Rosie O'Brien's Cottages** is not responsible if selected accommodation does not 'suit' the expectations of the Guests.
9. Pets are **not permitted** in holiday accommodation, unless stipulated otherwise.
10. Please note that when credit card details are given, Stanthorpe Real Estate will automatically debit monies for any amounts outstanding, damage to property, extra cleaning, extra guests staying or linen requested - if not included in the package.
11. It is the responsibility of Guests to read all terms and conditions prior to booking.
12. Stanthorpe Real Estate booking service or **Rosie O'Brien's Cottages** does not accept any responsibility for Failure or Interruption of Utilities and Essential Services but shall make every effort to contact the authorities to report such incidences. Furthermore, in the event that a faulty appliance is reported, Stanthorpe Real Estate does not accept any responsibility in its role as Booking Agent. However, Stanthorpe Real Estate shall report such incidences to the Owners for instruction.
13. In the event that any key, security device, remote control for TV, Air conditioner etc. is lost, or goods belonging to the property are missing, payment is the responsibility of the Guest. Stanthorpe Real Estate will debit the credit card that was given at the time of booking.

### **Amendment to Booking Policy**

1. Should any bookings be varied prior to 14 days of arrival (subject to availability), a charge of \$50 applies.
2. Should any bookings be varied less than 14 days of the arrival date, the deposit may be forfeited.

### **Cancellation Policy (please read carefully)**

1. Stanthorpe Real Estate booking service reserves the right to cancel a booking at any stage.
2. Any cancellation will incur a fee. If the cancellation occurs more than 45 days prior to the date of arrival, a fee of \$25 will be incurred.
3. Cancellations notified 45 days or less and more than 7 days will forfeit the full deposit.
4. Cancellations 7 days or less will forfeit 100% of the total tariff.

We recommend Travel Insurance to cover any medical or cancellation fees.

### **Damaged and/or Missing Property**

Please note that in the event that a property is damaged in a malicious way or beyond reasonable wear or tear, or property is taken or lost during the course of stay, Stanthorpe Real Estate booking service reserves the right to retain / charge a reasonable cost for the replacement/repair of the item(s) to the Guest. The Guest acknowledges that the credit card used for the booking may be debited.

### **Pricing and General Conditions**

1. Prices are subject to change without prior notice.
2. Minimum tariffs and minimum nights stay may apply.

Guests are requested to check at the time of booking as to status of Linen. If Guests require extra linen (i.e. bed sheets and towels) these can be booked for an extra charge and paid for at time of booking.

The cancellation policy applies to supply of ancillary services such as linen.