

# CLIFDEN COTTAGE INFORMATION

## TERMS AND CONDITIONS

The following clauses set out the terms and conditions to which you agree when booking and staying at Clifden Cottage. We welcome guests and want you to enjoy your time at the Cottage. The 'house rules' have been formulated to promote the interests of your safety, respect for our property and the rights of the resident animals and our neighbours. At all times we aim to be fair to all concerned and ask you to do the same.

### CANCELLATION AND BOOKING POLICY

**Deposits:** For stays of two or more nights, a deposit of 50% of your tariff is required. For single night bookings or bookings made less than 14 days prior to your stay, the total tariff is payable at the time of booking. Your booking is confirmed once payment is received. Any unpaid balance of your tariff is payable on arrival. Payment methods accepted are PayPal, Visa or MasterCard (via PayPal), cash or bank transfer.

Valid credit card details must be lodged with every booking.

**Cancellations:** All cancellations must be notified by email or SMS. If a booking is cancelled 14 days or more prior to arrival, any deposit paid by you will be refunded less an administration fee of \$40. If a cancellation is notified less than 14 days prior to arrival, no refund will be payable. If you fail to arrive for your stay during the dates booked, or choose to vacate early, the full tariff will be payable.

Please note that if you do need to cancel, every effort will be made to find a replacement booking and, if successful, your payment will be refunded in full, less a \$40 administration fee.

### ARRIVAL AND DEPARTURE

The cottage will be available from 2.00pm on the first day of your booking.

Departure time on the last day of your booking is not later than 11.00am.

Please leave the cottage in a clean and tidy condition, when vacating.

If the cottage is not left 'as found' and requires additional cleaning, then you agree to cover the cost of that cleaning (at the rate of \$30 per hour).

To ensure the security of future guests, keys to the cottage must be left on the property as advised, on your departure. If not, we will need to charge you for the cost of having the cottage locks re-keyed and for the new keys.

### STAYING AT CLIFDEN COTTAGE

Clifden is a working farm and as such there are inherent dangers. We take all reasonable precautions to maintain a safe environment but cannot accept responsibility for your personal safety or that of your children and pets. For example, please note that most fences on the farm are electrified for stock management purposes. All fences should be treated accordingly. Well behaved children and dogs are welcome to stay at the cottage but at all times must be under strict adult supervision.

We reserve the right to terminate your stay if you act in a manner that is unlawful, causes wilful damage to the property or causes a nuisance to neighbours or to animals. In these circumstances, no refund will be given and we will not be responsible for any losses you may incur.

Security for your possessions while staying at Clifden Cottage is your responsibility. We will not be responsible for any losses that may occur.

Clifden Cottage and the entire farm is designated non-smoking. Failure to comply may result in a request to vacate the cottage and no refund will be payable.

We reserve the right to enter the cottage during your stay if necessary for safety or management reasons.

## CLIFDEN FARM

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When moving about the farm, please remember to leave gates open or shut as you found them and respect the animals' right to graze peacefully. Drive only on the formed driveway to the cottage unless granted other access rights.

## **BREAKAGES & REPAIRS**

If something does not work, is broken, is lost or if there is other damage, please advise us as soon as possible so that we can rectify the problem.

We accept minor breakages as normal wear and tear. However any damage or loss that necessitates major repair or replacement or additional cleaning may incur additional costs and you agree to cover these costs. We will advise you of the cost before any charges are made.

## **FIRE SAFETY**

For your own safety, we ask that you be aware of the risk of bushfire, especially during spring and summer. Adhere to our non-smoking policy and take care when lighting the BBQ and wood fire. Do not light candles.

If an Extreme or Severe Fire Weather Warning is declared for our area, we may ask you to vacate the cottage or to cancel your stay if you have not yet arrived.

If this is necessary, we will refund the tariff for that part of your stay that has been cancelled and we will help you find alternative accommodation, if possible.

## **VISITORS**

You must let us know if you will be hosting day visitors to the Cottage and advise us of the number of people and vehicles visiting. This is necessary for safety and security purposes, especially during extreme weather events when we may need to be able to account for everyone on the farm.

The Cottage is situated on a working farm with neighbouring properties so we do not permit parties or events to be held on the property.

You must ensure that your visitors abide by our terms and conditions and you will be responsible for them while they are on the property.

## **DOG POLICY**

Dogs are welcome (to a maximum of 2 dogs), subject to our dog policy as outlined below. Please note there is an additional charge of \$30 per dog per stay or for each 7 day period.

Guest's dogs may have inside access to the cottage at our discretion, but must be kept off beds, soft furnishings and carpets at all times.

Dogs must not be left unattended in the cottage.

Dogs must be on a leash at all times while on the property unless otherwise agreed with us. Please note that there is a secure dog run available and dogs may be left there when guests leave the cottage for short outings.

On the property there are cattle, native wildlife and birds. We ask you to consider both their safety and your dog's safety if your dog is around them.

Barking must be controlled at all times.

Dog faeces must be collected by the guest, wrapped and disposed of in the rubbish bin provided.

If excess cleaning is required or if it is necessary to repair any damage caused by your pet, this cost will be your responsibility.

## **CLIFDEN FARM**