

Witches Falls Cottages Tamborine Mountain Holiday Houses – Terms & Conditions

Deposit & Final Payment To secure your reservation, we require 50% of the total tariff as a deposit. Reservations are not confirmed until the deposit is received.

Final payment will be due 2 months prior to the arrival date.

Payment of the total tariff will be required at the time of booking for all reservations made within 2 months of arrival. By paying a deposit for a rental property you are agreeing undisputedly to these terms and conditions. We reserve the right to decline any booking request.

Security Bond & Identification A credit card and valid drivers licence MUST be provided prior to your stay. A bond pre-authorisation (a hold placed on your account) will be actioned on your card on the day of check-in. The amount of \$500 will be actioned on your card. NO BOND/ IDENTIFICATION = NO KEYS!

Children MUST be supervised by an adult at all times.

Damages Guests are responsible for all damages to the premises or, loss of or damage to any items in the premises. Please notify us immediately should any breakages, damage or loss occur during your stay. Receipts and photographic evidence (where applicable) will be provided of any damages that require payment by you. We reserve the right to withhold the cost/s of repairs or replacements from your bond. Whilst all care will be taken, we accept no responsibility for personal property left on the premises.

Smoking Policy Smoking inside the property is not permitted. Additional cleaning costs will be charged to guests who do. Ashtrays are provided for outdoor use only.

Pets No Pets allowed.

Rubbish Policy At the end of your stay, all rubbish should be placed in the bins provided. Any excess rubbish left on the property that does not fit into the bins provided may be subject to a removal fee.

Departures Policy Prior to checking out, guests are required to ensure all dishes are washed and the property is left in reasonable condition. Additional cleaning required above and beyond the standard clean will incur a fee eg. Coffee & wine stains, marked walls etc.

Party Policy All of our holiday houses have a strict 'no party' policy. If you wish to party, make loud noise or behave poorly please do not make a booking with us. Whilst we want you to enjoy your stay we ask that you respect the rules of the property.

All noise is to cease by 10pm and the neighbours are not to be disturbed during your tenancy – please be aware that you are in a residential area and loud noise (including talking, swearing and screaming) is not tolerated at any time.

Should the maximum guest numbers stated on your booking be exceeded without approval, or should the police be called to the premises for unruly behaviour or excessively loud/late music after 10pm, your booking will be cancelled, you will be evicted from the premises and your accommodation tariff (including bond) will not be refunded. Our properties are strictly to be used as holiday accommodation only.

Lost Keys A charge of \$300 will be taken from the security bond for any keys that have been lost. This is to cover the expense of changing the locks. A charge of \$100 will be taken from your security bond when keys are locked in your property and a call out is required.

Arrival and Departure Check-in is available from 3.00pm on the day of arrival and check-out time is 10:00am on the day of departure. Please be aware that early arrival or late departure can not be accommodated unless prior arrangements have been made.

On the day of your arrival we ask that you meet us at our office at Witches Falls Cottages, Cnr Main Western & Hartley Roads (entrance from Hartley Road), Tamborine Mountain QLD 4272. Upon your departure, the keys must be returned to our office. If outside normal office hours, please make arrangements with the office prior to your departure.

Complaints Policy and Unforeseen Events In the case of any problem or complaint, it is important that the guest informs us at the earliest opportunity so that we have the chance to rectify the situation as quickly and efficiently as possible. We will try to rectify any problems as soon as possible and within reason. This booking is made in good faith and may be subject to change. Refunds cannot be given for events out of control of the property owner or Witches Falls Cottages. Events include, but are not exclusive to – weather damage, power blackouts, landslides, insect infestation, floods, plane cancellations and any other unusual event. In the event of the premises becoming unavailable prior to your arrival through unforeseen circumstances, we will inform you immediately and endeavour to obtain suitable alternative premises, or offer a full refund. The description of the property is given in good faith and no responsibility for misinterpretation will be accepted.

Repairs to Appliances During your stay, we endeavours to have repairs to appliances attended to as soon as possible after being reported. In some cases, circumstances beyond our control [e.g. having to order parts or non-availability of trade's people] mean that immediate repair may not be possible. No responsibility is accepted in such circumstances. There will be no refund or discount deducted from tariffs for unusable appliances awaiting repair. If repairs cannot be attended to, we will endeavour to supply a substitute appliance if possible.

Cancellations Cancellations are accepted up until 2 months prior to arrival. Cancellations within 2 months of arrival will forfeit 50% of the total tariff (the deposit), however no cancellations are accepted within one month of arrival. A \$100 cancellation fee applies to all cancellations. No discussion will be entered into with regard to cancellations so please take out Travel insurance to guard against sickness, bad weather, or any other event that may cause cancellation of the holiday.

Internet Usage Internet access service is provided at most of our properties. The service is provided free of charge and as a convenience to our guests, it is not provided as a service with economic value. High volume data transfers, especially sustained high volume data transfers, are not permitted. In the event that your use of this service is deemed excessive, you will be held liable for all charges in excess of what is deemed as reasonable. You assume total responsibility and risk for use of this service.