

Booking Terms and Conditions

1. Party Policy

Parties are allowed at both our properties as long as we are notified at the time of booking and neighbours are respected. A security bond will be payable prior to arrival.

2. Security Bonds

Persons booking accommodation are responsible for any loss or damage to it. A bond is payable prior to or on arrival for all reservations. Upon arranging check in you should make yourself aware of this cost. This is refunded provided the venue is left how you found it on arrival; and undamaged.

3. Noise complaints.

Neighbours have the right to expect it to be quiet during the hours of 10pm-8am and on Friday and Saturday 11pm and 8am. Any complaints from the neighbours may result in immediate termination of stay and loss of all remaining monies paid including bond.

4. Compensation.

Before any compensation can be discussed you must allow us the chance to rectify all issues. Photos must be supplied so we can lodge a report.

5. House rules.

Any breach of house rules in general, can result in eviction and loss of bond. House rules are as follows:

- No extra people on premises. The total number of people needs to be advised at the time of booking, this includes camping.
- No unruly behaviour or excess noise.
- It is a requirement that the property is returned in a reasonably clean condition.

Your rental includes a general clean however if there is excess cleaning extra charges apply. Extra cleaning includes but is not limited to dirty dishes, no rubbish removed, stained furniture or food and drink stains.

- Excess cleaning ranging from – \$100 to \$150
- Dirty Dishes – \$50
- No rubbish removed – \$50

- Food Stains ranging from – \$250 to \$400

6. Damage.

Any damage, breakage or theft is the tenant's responsibility during their stay and if anything is noted as missing or broken on your departure it will be charged against the bond.

7. Smoking.

Smoking inside the house is strictly prohibited. If you smoke, do so outside. DO NOT leave cigarette butts anywhere in the gardens, planters.

A fee of \$400 applies if smoke is detected inside the property and a \$150 surcharge is applied if cigarette butts are found.

8. Lost Property.

Items left behind can be posted at a \$20 dollar handling charge plus shipping. We only hold lost property for a max of 2 weeks.

9. Check out.

Check out time is strictly 12:00 pm unless late check out is offered or negotiated in advance.

10. Personal Injury and Property Damage.

Lovicks High Country Escapes or any other representative shall not be liable or responsible for:

(a) any personal injury or consequential damage of any nature whatsoever, however caused, that may be suffered or sustained by the guests or by any other person who may be upon the Premises; or

(b) any loss or damage of any nature whatsoever, however caused, to the Premises, any property belonging to the guests or to any other person while such property is in or about the Premises. Occupants must report breakages immediately (or as soon as practical) and are responsible for loss or damage of property belonging to them, or their guests, and for the damage or loss of property belonging to the property during their stay. The hosts strongly recommends all guests to take out travel & health insurance.

11. Call out fee.

In the event a staff member is required to attend after hours, a call out fee applies to be paid in cash.

- From 5pm to 10pm – \$150
- From 10pm to 12am (midnight) – \$200
- from 12am (midnight) onwards – \$250

12. Guest acknowledgement.

The primary guest acknowledges that they have read and understood these terms and conditions and that they are responsible for the compliance of those rules by all other guests as well