

Terms and Conditions of Accommodation at Lloran Log Cabins

1. DEFINITIONS

“Booking” means the period for which you have paid to stay at the Property.

“Property” means Lloran Log Cabins its surrounding land, gardens, fixtures, fittings and equipment.

“Management” means the owners and managers of the Property.

“Guests” means the persons who stay overnight in the Property during the Booking.

“Visitor” means a person a Guest permits to visit the Property during the Booking.

2. ACCEPTANCE & RESPONSIBILITY.

Payment of a Deposit or the Tariff constitutes acceptance of these Terms and Conditions.

3. CHECK IN/ OUT

- Check-in time is 2:00pm on the arrival date and check out time is 10:00am on departure date.
- Early or late arrival is subject to prior arrangement and availability.
- Late departure is subject to prior arrangement and availability and extra charges could apply.
- You must notify Management of expected arrival time and a mobile contact number on the day prior to arrival.
- Check-in/check-out and key collection/return procedure will be as follows:
 - A Manager will meet Guests for check-in on arrival, unless special arrangements have been made prior to arrival.
 - When checking out, Guests are requested to leave keys inside cabins

4. PAYMENT

- A minimum deposit of 50% of Booking fee must be received 7 days prior to arrival date. Bookings are not confirmed unless and until a deposit is received.
- If a booking is accepted within 7 days of arrival date, the booking fee must be paid in full for a booking to be confirmed.
- Payment in full of the balance shown on the booking slip must be received upon check-in on arrival.
- Payments of the amount due must be received in Australian \$ net of any bank or other transaction charges
- We accept payment by the following methods:
Visa, MasterCard, direct deposit into our bank account, bank cheque, money order or cash payment by arrangement.
- Personal cheques will be accepted if received at least 10 days prior to arrival.
- Our bank details appear on the Booking Slip, and are set out below:
 - BSB: 641-800
 - Account number: 200587825

5. CANCELLATION OR VARIATION

If you wish to vary or cancel your Booking, please contact us immediately on 02 4885 1376

- Your deposit is non-refundable in the event of a cancellation less than 21 days prior to arrival date.

- If you have paid more than the deposit or paid in full and cancel your Booking less than 21 days prior to arrival date, you will be refunded all payments except the deposit
- Should you be eligible for a refund it will be made through your chosen payment method at time of Booking.
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- An administration charge of \$25.00 may be charged for any variation or cancellation at Management's discretion.
- If Management is able to relet the Property for the period cancelled a further refund will be made less an administration charge of \$25.00
- We have a minimum nights stay policy of 2 nights on weekends. No refund will be made for a cancellation to the extent that it breaches our minimum nights stay policy, unless we are able to re-let the cabin for the additional night/s.

6. SECURITY BOND

- A credit card authorisation must be provided to Management upon confirmation of your Booking
- Any damage, loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the Guest's credit card. Examples include but are not limited to any breakage, damage or excess cleaning requirements, extra Guests or Visitors beyond those declared. We agree to ensure that any sum for damages, loss or additional expense to be charged to your credit card will be notified to you within 48 hours of departure date by telephone or e-mail communication.
- After 48 hours from departure, Management accepts that Guest credit card authorisation lapses, and warrants that the credit card details provided for security purposes will be destroyed.

7. UNAVAILABILITY

If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

8. PARTIES & FUNCTIONS

Parties and functions require prior approval at the time of Booking and special conditions could apply including extra charges, guests remaining responsible for persons attending, no disturbance of neighbours, no undue noise, silence when entering and leaving the premises, no behaviour likely to cause damage to property or offence or embarrassment to others, all noise to cease by 10pm.

- Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.
- Guests occupying more than one cabin must not transfer furniture, appliances, cutlery, crockery or other chattels to another cabin without Management's express permission. Failure to observe this provision could result in additional costs charged to the Guest's credit card.

9. PARKING

Guests are permitted parking for one vehicle per cabin occupied, unless prior arrangements are agreed with Management. Trucks, horse floats and other vehicles with a clearance height above 2 metres can only be driven onto the property by prior agreement. Guests are requested to park adjacent to their cabins in a diagonal parking manner.

10. LINEN AND TOWELS

Guests must provide their own food, toiletries and linen (sheets, pillow slips and towels).

- We supply pillows, blankets, doonas, tea-towels, dishcloths, hand towels and bathmats which must be left where supplied in the kitchen or bath room on departure.
- We are able to supply linen (sheets, pillow slips & bath towels) if required, for an additional charge of \$12.50 per person when ordered with a booking.
- Guests who arrive without linen will be provided with linen at an additional charge of \$15.00 per person booked.

11. COMMON AMENITIES

Guests are free to make responsible use of common amenities, such as the barbeque pavilion, tennis court, table tennis table, totem tennis or volleyball sets, having regard for the comfort and privacy of other Guests.

- Bottled gas is provided for the barbeque; gas must be turned off at the bottle at the completion of barbeque use. Guests must advise Management if gas supply is exhausted.
- Guests are requested to leave the barbeque and pavilion in a clean and tidy state for the use of other Guests. All rubbish must be placed in rubbish bins provided, and any breakages or malfunctions advised to Management promptly.
- Used tennis racquets and tennis balls may be borrowed by Guests from a cupboard in the barbeque pavilion for use on the tennis court. All borrowed equipment must be replaced in the cupboard.

12. PETS

Some pets (dogs are welcome) are allowed at the Property, by arrangement. Dog owners are responsible for cleaning up after their dogs both within and outside the property. Well-behaved dogs are allowed inside cabins, but not allowed on furniture at any time. Any evidence of pets on furniture may incur extra cleaning fees.

- Guests must not leave dogs alone inside or outside cabins, unless they are restrained in a suitable manner agreed with Management. This may include a suitable chain in an acceptable location, or locked within designated dog cages or enclosures as provided. Guests must not lock pets inside parked vehicles.
- Guests must provide their own suitable plastic bags, and pick up all dog manure promptly, depositing it in the designated rubbish bins provided outside the cabins.
- Guests must restrain their dogs from contact with other guests, other pets, native wildlife or cattle at all times, and are personally liable for any injury, noise (barking, yelping, whining) or other discomfort incurred to other guests.

13. RUBBISH DISPOSAL AND RECYCLING

Guests are requested to use the rubbish bins provided inside the cabins.

- When cabin bins are full, bags should be removed and deposited in the rubbish bins provided on the verandahs.
- Glass and plastic bottles should be placed in milk crates provided on the verandahs for recycling
- Cardboard boxes should be placed either in milk crates provided, or alongside the rubbish bins provided on the verandahs.
- Foodstuffs must not be left unsecured inside or outside cabins, lest they attract rodents or other wildlife.

14. WOOD FIRES AND GAS HEATING

Either gas heating or provision for a wood fire is supplied to all cabins. If gas or wood fires are likely to be a hazard for Guests or their children, an electric oil-column heater may be supplied as an alternative at Management's discretion.

- Guests are not permitted to leave the property with a gas fire burning in their cabin/s. If gas fires are left lighted in unattended cabins, Management reserves the right to enter the cabin to extinguish the gas fire.
- Guests are not permitted to burn gas fires overnight without suitable cabin ventilation. Gas fires may only be operated overnight on the lowest possible setting.
- Sufficient kindling and firewood is supplied for adequate heating for the duration of the Guest's Booking. Additional firewood can be supplied at additional cost to the Guest, or can be obtained locally at other outlets.
- Firelighters are only supplied at Management's discretion when requested by Guests.
- Guests must not burn wood fires with the fire-place doors open at any time.
- Guests must not permit children to light, stoke or otherwise touch wood fires or matches at any time. ***Damage to floors, furnishings or structures resulting from the operation of wood fires will be charged to Guest's credit cards.***
- Permanent beds are supplied with electric blankets, and bedrooms are only supplied with heaters when requested by Guests at Management's discretion.

15. FANS AND AIR CONDITIONERS

Air conditioning is not provided for Lloran Log Cabins. In unseasonably hot or humid conditions, fans may be provided if requested. Guests are permitted to provide their own portable fans or air conditioners by arrangement.

16. EMERGENCIES

In the event of any emergency, such as fire, explosion, accident, serious illness, flooding, falling trees or tree-limbs, or wildlife threats, Guests are required to notify Management immediately on the telephone numbers supplied.

- In the event of an emergency requiring evacuation of cabins, Guests must assemble at the designated Muster Point.
- In the event of fire, explosion, accident or serious illness, Guests should call 000, give the nature of the emergency, their name and the address of the property: 100 Yeola Rd, Robertson. Management must then be advised ***immediately.***

17. YOUR OTHER RESPONSIBILITIES

You must comply with all applicable Lloran Log Cabins House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbours.

- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion; normal wear-and-tear is exempt).
- Only the guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- Disturbance to neighbours or other Guests, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate rubbish bins provided, and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, dishwasher, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be charged to your credit card
- All furniture and furnishings must be left in the position they were in when you arrived
- The property should be vacated on time and secured.
- You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided if requested.
- Smoking is not permitted inside the cabins at any time.
- Smoking is permitted outside the cabins, provided all butts are disposed of in the designated rubbish bins provided outside the cabins.

18. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.
- Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.
- Failure to follow this procedure this may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.
- We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at Lloran Log Cabins.

CODE OF CONDUCT

The Management of Lloran Log Cabins undertakes to abide by the HOLIDAY RENTAL CODE OF CONDUCT as published by participating organisations and their Members.

The objectives of this Code of Conduct are:

- a) To establish acceptable standards of behaviour for Holiday Rental Guests and Visitors to minimise any adverse social or environmental impacts;*
- b) To assist Owners and Managers of Holiday Rental accommodation to meet the needs of all stakeholders including Guests, neighbours, local communities, local councils and government authorities; and*
- c) To inform the community of the standards of conduct expected from Holiday Rental Owners, Managers, Guests and Visitors so as to effectively minimise amenity impacts.*

A copy of the Code of Conduct can be found at

http://www.stayz.com.au/uploaded/trade/guidelines/Holiday_Rental_Code_of_Conduct_Version_1.0_March_2012.pdf