

# BAROSSA GLASSHOUSE

## **TERMS & CONDITIONS**

### **OCCUPANCY**

Barossa Glasshouse is offered for hire as a 3-bedroom, 2-bathroom luxury boutique accommodation which can accommodate up to a maximum of 6 guests (adults and children 2 years and over). Children are considered part of the maximum occupancy and must use existing bedding. Infants (under 2 years) are welcome, however we do request you bring any required portacots or highchairs, as we cannot provide any.

No additional persons are permitted to stay overnight. Guests attempting to accommodate more persons than booked are forewarned they will be turned away, forfeiting the full value of the booking.

Should you wish to invite a small number of daytime visitors (maximum of 4 day time visitors), please check first with management.

Bedding configuration: Three luxurious king size beds (beds are unable to be split into singles).

Pets are strictly not permitted (service animals are welcome).

Guests must not hold any functions, events or wedding related activities on the property without prior approval of management. Event charges may be applicable at the owner's discretion.

### **TERMS OF PAYMENT**

All prices quoted are in Australian dollars and inclusive of 10% GST.

Deposit: To secure a booking, payment of a 50% deposit of the total booking fee is required. By paying a deposit you have read and agreed to our terms and conditions.

The balance is due 30 days prior to arrival. Failure to pay by the due date may result in cancellation of your booking.

A security bond equivalent to one nights' stay is required to be paid prior to arrival. The bond will be returned within 3 days of departure should the condition of the property be considered satisfactory.

Bookings made within 30 days of arrival will need to be paid in full at time of booking.

Payments can be made with Visa or MasterCard via our secure online Payment Express gateway.

### **CANCELLATIONS**

Cancellations notified more than 30 days prior to arrival will receive a full refund less \$100 cancellation administration fee. Less than 30 days prior to arrival forfeit the value of all nights booked and paid.

If you do not arrive and/or stay for the entire number of nights booked no refund will be given.

We are a small boutique property with most bookings made well in advance of arrival, hence cancellations often result in un-sold nights. For this reason, our cancellation policy is not flexible. We recommend the purchase of travel insurance to cover unforeseen circumstances requiring cancellation of bookings.

### **CHECK-IN & CHECK-OUT PROCEDURE**

Barossa Glasshouse is located within a secure gated property with private keyless access to accommodation. No reception or permanent staff are located on site.

Gate and house entry codes are sent via email a few days before arrival. Guests who do not have access to email should contact us before 12pm on the day of arrival.

Barossa Glasshouse is available from 2pm on the day of arrival and is to be vacated by 11am on the day of departure. Late check-out may be available at the owner's discretion.

### **USE OF FIREPLACE/COMBUSTION HEATER**

Due to the rural nature of our property, the Fireplace/Combustion Heater can only be used between the months of May to October (firewood supplied).

Unauthorised use of the fireplace outside of these times will result in forfeiture of security bond.

### **MAINTENANCE**

For reasons of safety, we reserve the right to enter the property to repair any faults.

### **GUEST'S PROPERTY**

All personal belongings, baggage, vehicles, and other property of the guests shall be the risk of the guests at all times, and management does not accept responsibility for any loss or damage thereto.

### **EXCESS CLEANING & DAMAGES**

Barossa Glasshouse is a luxury, architecturally designed house and has been furnished with high end products to provide enjoyment and pleasure for our guests. All decor items, furniture, artwork, soft furnishings, linen, books, appliances, anything either internal or external etc are the property of Barossa Glasshouse and may not be removed from the property under any circumstances. Blankets, throws and indoor cushions are not to be taken outside. If any property is damaged or removed, the guests will be responsible for replacing or liable for the cost to replace any item. This will be deducted from the bond or payable on invoice, without negotiation.

We appreciate that the house and its surrounds will be returned to us in the condition presented on arrival. The house is to be left clean and tidy with dishes and cookware washed and put away - excessive cleaning required (including the BBQ and ovens) will incur additional charges starting from \$100 per hour.

Although we understand accidents can happen, any willful or reckless loss or damages will result in the costs being debited from the guest's bond.

Smoking is **NOT** permitted inside the Glasshouse. Smoking is allowed outside. Guests should be careful to extinguish butts fully and ensure windows/doors nearby are closed. If there is any evidence of smoking inside the house, we reserve the right to apply a minimum cleaning fee of \$500 to be taken from the guest's bond.