

# barossa glasshouse

## Terms & Conditions

### Occupancy

Barossa Glasshouse is offered for hire as a 3 bedroom, 2 bathrooms luxury boutique accommodation which can accommodate up to 6 guests (adults and children 10 years and over).

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 day time visitors (maximum of 4 day time visitors), please check first with the management.

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

Pets are strictly not permitted.

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 owners discretion.

### Child Policy

Barossa Pavilions and Glasshouse are designed to be a couples retreat and therefore not suitable for children or toddlers. Babes in arms (ie. Infants less than 12 months old) are welcome, however we do not provide cots or high chairs.

We are happy to accommodate children over the age of 10 years with appropriate parental supervision in the Barossa Glasshouse only.

### 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 cancellations of your booking. A bond amount of \$1,500 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 Payment Express gateway.

### **Cancellations**

As 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.

Cancellation 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.

### **Check-in 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 on the day before arrival. Guests who do not have access to email should contact us before 12pm on the day of arrival.

### **Check-in/Check-out**

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 owners discretion.

### **Maintenance**

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

## **Guests 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.

## **Use of Fireplace/Combustion Heater**

Fireplace/Combustion Heater can only be used between the months of May to October - firewood supplied

## **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 negotiations.

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 wilful or reckless loss or damages will result in the costs being debited from the guests 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 charged to the guest's bond.