



7 Milsons Arm Road
Wollombi NSW 2325

Terms & Conditions

1. DEFINITIONS

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

"Property" means Byora Farm House, 7 Milsons Arm Road, Wollombi and all its 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 the Deposit constitutes acceptance of these Terms and Conditions.

3. CHECK IN/ OUT

- Check-in time is not before 2pm on the arrival date and check out time is not later than 10am on departure date.
- Early check-in and late departure is subject to prior arrangement and availability.
- You must notify Management of expected arrival time and a mobile contact number at least 7 days before arrival.
- Check-in/check-out and key collection/return procedure will be notified when full payment and bond are received unless special arrangements have been made prior to arrival.

4. PAYMENT

- A deposit of 50% of the total booking fee must be received within 7 days after the Booking is taken by Management. Bookings are not confirmed unless and until this deposit is received.
- Payment in full must be received no later than 7 days prior to your arrival.
- Payments of the amount due must be received in Australian \$ net of any bank or other transaction charges.
- Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice or liability to you.
- We accept payment by direct deposit into our bank account.

Moore Farm Fresh Produce (ANZ)

BSB: 012 570 Account: 291051114

5. CANCELLATION OR VARIATION

- If you wish to vary or cancel your Booking, please contact us immediately on natalie@moorefarmfreshproduce.com.au or (02) 4998 8227.
- Your deposit is non-refundable in the event of a cancellation made less than 7 days of the check-in date.
- Should you be eligible for a refund it will be made by bank transfer to your nominated account.
- If Management is able to re-let the Property for the period cancelled a further refund may be made less administration charges, commissions and expenses.
- We have a minimum nights stay policy of two (2) nights.

6. DAMAGES

- Guests will also incur repairs costs for any damage to the cottage or surrounding gardens. Examples of this include but are not limited to any breakage, damage or excess cleaning requirements, extra guests beyond those declared.

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.

9. LINEN AND TOWELS

- We supply linen, pillows, blankets and towels which must be left where supplied in the bedrooms on departure.

10. PETS

- Pets are not allowed at the Property. Any evidence of pets in the house or on furniture may incur extra cleaning fees.

11. PHONE

Mobile phone reception is limited within the cottage so a phone is provided for use of the guests in case of an emergency. Guests will incur charges in the case of excessive use of the phone.

11. YOUR OTHER RESPONSIBILITIES

- You must comply 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)
- Only the guests nominated and agreed in the Booking may stay in the Property over night. If any other guests stay extra charges may apply or the agreement may be terminated without refund.

- Disturbance to our neighbours, 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 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
- 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. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed.
- You are responsible for the safekeeping and replacement of accommodation keys.
- Smoking is not permitted inside the Property. Should you choose to smoke outside you must dispose of all cigarette butts in a bin.

12. 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 our property.

Thank you and we hope you enjoy your stay!