



Great Ocean Road Escapes

Holiday Property Management

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Terms & Conditions

Any booking made with Great Ocean Road Escapes is conditional to guests having read and understood the following Terms & Conditions.

Bookings

All bookings must be confirmed via email,

All bookings are subject to negotiation and approval by the owners. A booking may be cancelled or altered by 'Great Ocean Road Escapes' or the owner at any time. In the event of this occurring Great Ocean Road Escapes will endeavour to find alternative accommodation or refund all monies paid by you & have no further responsibility. It is the responsibility of the guest to ensure that the information on your confirmation form is correct. This includes dates booked and amounts charged. Credit Card details are required in the event of any damage to property prior to keys being available for collection.

Payment of Booking

A minimum of 50% deposit of the total tariff is required upon booking.

If a booking is made within the month of the booking date, the full amount is required. The balance must be paid no later than 14 days prior to arrival for advance bookings in following months.

'Great Ocean Road Escapes' may cancel the booking if full payment hasn't been made 14 days prior to arrival regardless of whether or not a deposit has been paid.

We accept credit card (Visa & Mastercard).

* Please note that all bookings incur a non-refundable Booking Fee of \$30.00. Great Ocean Road Escapes is passionate about our local community and \$1.00 of every booking fee is donated to a charity or not-for-profit organisation in the greater Apollo Bay region.

** Please also note that every effort has been made to ensure property rates are correct and current. Rates may vary to a certain degree as dictated by seasonal factors and the number of days booked by the guest. Great Ocean Road escapes reserves the right to alter the rate in line with these factors and you will be advised of any adjustments on the final booking confirmation.

Arrival and Departure

Check in is 3pm and check out is 10am on the day of departure, unless alternately organized with Great Ocean Road Escapes.

Pets

Animals are only allowed in designated pet-friendly properties. This needs to be confirmed in writing with Great Ocean Road Escapes prior to your arrival. Please note the following in relation to dogs:

- Pick up all dog droppings from around the property prior to departure.
- Your dog must not enter the main part of the house under any circumstance. If required, please secure the dog in the laundry.
- As the dog's owner, you are responsible for paying to rectify any property damage caused by the dog.
- You are responsible for ensuring your dog is securely contained within the property boundary at all times.
- If we receive a report regarding your dog exhibiting aggressive behavior or excessive barking, we reserve the right to terminate your booking.
- If the above terms and conditions are not adhered to, Great Ocean Road Escapes reserves the right to request your immediate departure without a refund being payable.

Indemnity

Guests staying at properties listed by Great Ocean Road Escapes occupy the premises at his/her own risk, and Indemnifies Great Ocean Road Escapes & the owner against any liability, that may result in injury or loss suffered by any person.

Keys

Please note keys will only be issued once you have accepted the Terms and Conditions and paid all accommodation/booking fees prior to your arrival date (unless alternative arrangements have been made with our Office).

Disclaimer

'Great Ocean Road Escapes' does not accept liability for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly or by other events which are beyond our control. These include & are not limited to civil disturbance, any natural disaster or extreme weather conditions, any faulty equipment or accidents. We will endeavor to rectify any reports of the above problems by the appropriate means of people responsible, if notified during your stay. We will not offer a discount on the rental if we cannot arrange a repair during your stay.

Privacy

All personal information that you provide to 'Great Ocean Road Escapes' will be kept confidential & only be used by us to respond to your enquiry & offer you our services.

Minimum Stay

Most properties have a 2 night minimum booking. Long weekends and public holidays often require longer. Please check on each property page for associated tariffs.

Christmas/January holiday period.

Holiday tariffs apply from mid-late December until the end of January. During this time all properties have a minimum stay of 7 nights, and they have varied minimum booking based on the size of the property. We also require back-to-back bookings and cannot take bookings for arrival or departure on a Public Holiday. Please refer to the tariff table on each property page for details.

Smoking is not permitted in any of our properties.

Water

Some of our properties rely on tank water. We ask that you be mindful of your water usage and suggest you take your own drinking water with you.

Smoking

Please be advised this is a smoke free house. Please smoke outside and do not dispose of butts or ashes onto the ground as this is a fire and environmental hazard.

Power Failure

It is not uncommon for the power to blackout in the area – particularly during storms due to vegetation falling on power lines. On arrival, please familiarize yourself with the location of the torches/candles stored on the property for use should this occur.

If power does go out, first check the switchboard as an appliance you were using may have caused the fault. If the safety switch is off, please switch it on (we suggest you turn off and unplug any appliance you felt caused the problem and report the fault to the office).

Should the reason for the power outage be due to a blackout, unfortunately there is not much that can be done until the problem is corrected by the authorities. You can call Powercor 13 24 12 to confirm widespread outage of power and for updates on expected time of restoration. Refunds will not be offered in this instance.

Care of house

Please do not place any hot items (pots, pans etc) on benches or tables (mugs are okay). Hot items can leave permanent marks. Coasters are provided. IF damage occurs to furniture or bench tops because hot items have been placed on them, you may be charged for repair or replacement of the damaged item. Please take special care to ensure shoes (such as high heels) do not scratch or mark floors. Taking off shoes before entering the property will ensure excess dirt and sand does not enter the house. We appreciate your assistance with this.

Portacot

We are happy to provide you with the use of a portacot and linen for your precious little one. Upon departure, please place the portacot linen in the washing machine and start. Please also fold the portacot back up to assist us to clean in an efficient manner. This is greatly appreciated!

Rubbish disposal

Rubbish should be placed in the general waste and recycled goods bins outside.

Extra Guests

You must tell us if you have extra guests stay with you at the property, even if it is only for one night. All prices are based on the amount of guests staying at the property per night. All people over the age of 2 years of age are counted as a guest. Infants sleeping in their own, or provided, port-a-cots do not incur a tariff.

In the event that additional guests do stay - 'Great Ocean Road Escapes' reserves the right to charge to the credit card, the reasonable cost for the additional guests as per the 'Booking Tariffs' displayed on each property's webpage listing.

While every effort has been made to describe the property accurately, we do not accept responsibility for any differences between the description and the actual property or if the accommodation that you choose does not 'meet' your style. To reduce the risk of this happening, please study the pictures and description of the property on the Great Ocean Road Escapes Website (www.greatoceanroadescapes.com.au), and ask us for details before you book.

If any key, lock, security device or other goods belonging to a rental property is lost or damaged, payment to repair/replace the item is the responsibility of the guest.

In the event that a property is not left in a reasonably clean, neat and tidy state upon departure, or smoking has occurred inside the property, the guests agree to an excess cleaning charge. For example, cleaning up any excess sand, dirt, mud from floors; all dishes to be cleaned and all items back in their original places; all furniture to be returned to its original place; spillages are cleaned and any serious stains are reported to 'Great Ocean Road Escapes'. For pet friendly properties, all mess/hair/fur/excrement etc is to be totally cleaned and removed prior to departure. Please note that all linen is sent away to be commercially laundered, so please don't put in washing machine before you leave.

In the event that any property is damaged maliciously, or beyond normal wear and tear, or in the event that property belonging to the accommodation owner is lost or taken during the course of booking – 'Great Ocean Road Escapes' reserves the right to charge to the credit card, or the method of payment used by the guest for the booking, the reasonable cost for repair or replacement of that property to the guest.

In the event that any property is left behind by the guests - a service fee of \$50.00 applies to return the property. The property will be kept for a maximum period of 4 weeks. If the property is not collected during this time, the relevant items will be discarded in an appropriate manner.

Tariffs are subject to change without notice.

Cancellation Policy:

If cancellation occurs less than 30 days to arrival date, the full amount is refundable only if another guest re books the dates of your booking again. If the dates are not re booked, then the full amount is retained.

The service fee will not be returned.

It is the guests' responsibility to read all terms and conditions prior to making a booking.

Note: Every effort has been made to maintain the accuracy of these charges, however Great Ocean Road Escapes reserves the right to correct changes and adjust the prices from time to time, and errors may occur. You will be advised of any adjustments to prices when a booking is confirmed. Rules may exist at different times, that dictate the minimum number of days for a particular rate to apply, or that require arrival on a particular day of the week with weekly bookings etc.