



## AVUE RETREAT TERMS & CONDITIONS

### CHECK-IN/OUT TIMES

- Check-in-3.00pm
- Check out strictly 10.00am

### PAYMENT & BOOKING CONFIRMATION

Deposit of 50% is required to secure your booking

The Full Balance is due 28 Days prior to arrival date.

The Balance will be automatically deducted on the same Credit Card that is provided for the Deposit. Please ensure that there are sufficient funds for this transaction to take place on this date.

### CANCELLATIONS

All cancellations will bear a \$50 administration fee. For cancellations made within 14 days of arrival a fee of 100% of the total accommodation cost will apply. For cancellations made within 30 days of arrival a fee of 100% of total accommodation cost will apply ( unless we are able to rebook).

### CONDITIONS OF RENTAL

Number of persons staying at the house should not exceed the persons stated in booking details or extra charges will apply Houses are rented for holiday use only and no functions are permitted No pets allowed The Accommodation is prepared with all linen & bath towels.

### Breakages/Damages

Credit Card details are held by us for security purposes. We expect the house is returned to us in the condition presented on arrival.

Breakages or damages not caused by normal wear and tear will be recharged to your credit card if necessary, however, it is not our intention to charge for replacement of accidental broken glass or plates for example.

Charges will be imposed if the house is left in an unreasonable condition, eg:  Dirty dishes not rinsed and stacked in the dishwasher

- Rubbish not removed from the House and disposed of in the outside bins
- Soiled or stained bed covers, rugs, upholstery etc.
- Lost or damaged remote controls
- Misplaced keys

Any breakages or damage to the house, its fittings or facilities will be charged to the guest at replacement/repair cost plus 10%

### LIABILITIES

No responsibility is taken for personal items left on premises during or after departure. Avue Retreat does not accept liability for any injury, damage, loss and additional expenses caused directly or indirectly by events, which are beyond our control.