

Private. Peaceful. Perfect.



Welcome to River Shack Rentals where we work to ensure your River Murray stay is remarkable.

# Holiday Home

## TERMS AND CONDITIONS

We look after a range of remarkable River Murray properties and welcome visitors from all parts of the world. To make sure your stay lives up to your expectations, and to ensure our properties are cared for on behalf of their owners and guests still to come, we have a number of terms and conditions in place.

**Please read the points below, sign to show you have understood these terms and conditions, and return this form to us via email or post.**

**Our contact details can be found below.**

### 1. Guests

We can cater only for the number of guests quoted for this property. This is to make sure the property delivers the desired experience for each guest and is not overcrowded. We ask that all guests are listed on the application form. Tents, caravans or swags are not allowed on the property. You acknowledge the property is for your private holiday use only. The landlord may immediately cancel the booking and evict guests without refund of rent and/or bond if this condition is not met.

### 2. Bookings

All bookings are accepted in good faith but are subject to change or cancellation by the landlord prior to the commencement of the booking. In the unlikely event this occurs, we will make every effort to find you a suitable alternative and, if no alternative can be secured, all money paid by you will be refunded.

### 3. Deposit Bond

To make sure your booking is confirmed, we require a deposit bond and ask that you forward this to us within two working days of receiving your booking letter. Our properties are highly sought after destinations and, unfortunately, we will need to cancel bookings if the deposit bond is not received in this timeframe. Once we have the deposit, we will forward a receipt to you to confirm the booking. Please let us know if this is not received.

Within two weeks of your departure, we will refund the bond, subject to a satisfactory inspection of the property and a check to ensure there have been no breaches of the terms and conditions. The deposit bond will be refunded through the same payment channel (e.g. we will pay it to your credit card if you used the card to pay your bond).





#### 4. Accommodation cost

The full cost of your accommodation must be paid 30 days before you arrive. The landlords are able to cancel the booking, in line with the conditions shown below under 'Cancellations'. Please contact us if you have any difficulties or queries regarding either the bond or accommodation payments.

#### 5. Methods of payment

We accept a range of payment methods:  
Cheque or money orders can be made payable to: River Shack Rentals, 76 Cliff Street, Mannum SA 5238  
You can make payment directly to our account:  
Account Name: River Shack Rentals (ANZ) Branch  
No: 015 665  
Account No: 4881 69765  
Please forward a copy of confirmation of payment to our office  
Credit cards are accepted. Please be advised there is a 2% credit card fee charged.

#### 6. Cancellations

Please let us know in writing – by post or email – if you have to cancel your booking. If you do need to cancel prior to your stay, we have to seek another guest for the property.  
If we do find another guest, we will refund all money, less an administration fee of \$110 (including GST).  
Unfortunately, if another guest is not found for the property, we will be unable to provide a refund.

#### 7. Relocation

If you wish, we may be able to relocate you to another available property. However, this will be treated as a cancellation of one property and a new booking for the second property. Please refer to the cancellation policy.

#### 8. Entry and departure

We welcome you to our property any time after 3pm on your arrival day, unless we have agreed an earlier time. In the week leading up to your booking, we will email you details about key collection. Your booking letter will advise if the key is collected from the property or Café Mannum. Please contact our office if you cannot collect the key during office hours and we will be happy to make other arrangements.

To allow us to prepare the property for our next guests, we ask that you leave by noon on your departure date. Failure to do so will incur an additional day's rental, which will be deducted from your bond.

As you are leaving, please ensure all electrical appliances are turned off (e.g. air- conditioner, lights etc). We will deduct \$100 excess charge from your bond if any appliances are left on.

If you lose or misplace the keys, we reserve the right to charge a call-out fee (\$50 per hour) for afterhours attendance, and you will be required to cover the cost of key replacement.

#### 9. Disclaimers

Neither the landlord nor River Shack Rentals, as the agent, accepts liability for any loss, damage or injury to the person or belongings of the guests or any third party however caused, while the property is leased by the guest before, during or after the period of the tenancy.

All printed written or verbal description of the premises by River Shack Rentals or our employees is made in good faith and we accept no responsibility for any error or omission in holiday accommodation guides.

We hope you have a wonderful experience.

Please contact us for any questions, to provide feedback or to help you plan your next holiday.