

the cabin

Lorne

Small Print

Standard Terms and Conditions of Temporary Holiday Accommodation

The Contract between The Cabin Lorne and you

This contract is made between You, the person who intends to stay at the Property for a Holiday and Us, the Owner and its managers or his or her Nominee, Maria and Don.

Bookings

Stayz - A deposit of 50% is required to confirm your booking. Balance is due 30 days prior to your stay. Upon receipt of the deposit and the Final Payment or the Full Payment and the Refundable Cleaning Deposit, we will send the full address, the directions and the key code. Payment indicates acceptance of the Terms and Conditions specified. We accept VISA, Mastercard (surcharges apply). Payment must be made by credit card. Your credit card statement will show The Cabin Lorne as the merchant. All gift voucher bookings are non refundable and non redeemable for cash.

Airbnb – full payment charged at the time of booking. A good housekeeping fee will be charged if you have not adhered to our policy, breakages, marked linen, theft will be charged for, replacement value linen

An example the linen doona cover is \$770.00 you will be able to pick up the marked one.

Cancellation Policy

If cancellation is caused by the client, your deposit is forfeited and money paid is not refundable unless the house is re-let for the entire period. We strongly advise you to ensure that you have adequate travel insurance in place to cover any unforeseen cancellation.

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The Cabin Lorne manager will make every effort to ensure the property is available as booked. However the Cabin Lorne manager or the owners reserve the right to make alterations to bookings due to unforeseen circumstances. An administration fee of \$100 applies to all cancellations.

Bush Fire Policy – Unforeseen circumstances.

Please make sure you have taken out your travel insurance, as we cannot predict these days, it is imperative you are insured during bush fire season.

Due to the State Law Fire Restrictions, the Cabin Lorne will be unable to accommodate Confirmed Guests on days of EXTREME CODE RATINGS. We will also be required to Evacuate all guests on EXTREME CODE DAYS rated days. Every effort will be made to contact you, our Guest prior to arrival on these days and either reschedule your booking, we suggest you take out travel insurance to cover you in these circumstances.

Due to the Area restriction we will be unable to find alternative accommodation in this Region.

To maintain a good standard for our guests we require certain conditions to be complied with. We appreciate most will respect our property but the occasional abuse requires that we state the following conditions.

Linen We supply high quality linen (sheets, pillow cases, doonas covers, towels, bath mat, tea towels and bath robes).

Number of Guests should not exceed the number stated on the Confirmation Notice or subsequently agreed in writing or email. Fees will apply for excess guests not agreed with the owners in advance.

Parties and Functions are strictly prohibited. No smoking allowed. The price charged is for domestic use only and not commercial. Accordingly this rate does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Use contrary to this may result in loss of your bond and/or

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additional payments to the credit card supplied at time of booking. If the cover is of the BBQ is not replaced and the BBQ cleaned there will be a \$250 fee.

We ask that you leave the property as you found it with love, affection and care.

Damage, Breakages, Theft and Loss are the tenants responsibility during their stay. The cost of making good any damage or loss to the property (other than normal wear and tear), or its contents, will be charged for using the credit card provided. Please take all your rubbish including bottles with you when you leave and dispose of in the holiday makers bins or skips behind the football oval. Any rubbish left at the property will incur a fee for removal.

Departure - the property should be left in a similar state to its condition on arrival. Check-in time 2pm Check-out time 10am is (TIMEOUT) by the latest, to allow time to prepare property for next guests.

Disturbance to our neighbours, including excessive noise, is prohibited and may result in instant eviction and no refund.

Pets are strictly not permitted

Lost property is held for a period of 1 month. It is the responsibility of the guest to contact the Cabin Lorne management to claim lost property. On request, lost property will be returned, we will organise Australia Post to pick up and deliver, this will result in a service charge of \$15, you will be charged to your credit card, if you do not have a credit card an upfront eft payment prior to release of the goods is required.

Property Representations - We at the Cabin Lorne have done our best to assure that the descriptions and photographs on our website are an accurate representation of the accommodation as of the time we inspected them. However, at times we are working with many trades people, it is not always possible for our website to immediately reflect all changes and upgrades to the accommodation. However, the Cabin Lorne cannot be held responsible for any such discrepancies

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Disclaimer

The owner of the property is not liable for loss to you of any personal belongings while you are in the property. You are strongly advised to arrange comprehensive travel insurance to include cancellation insurance and personal belongings since these items are not covered by the owners' insurance. The owners shall not be liable to the client: * for any temporary defect or stoppage in the supply of public services to the property for reasons beyond our control. * for any loss, damage or injury which is the result of adverse weather conditions, riot, strikes, or other matters beyond our control.

Limitation of Liability

The liability of the owners shall be limited to the amount of any rentals and deposits paid. In no event shall the owners be liable for consequential damages.

Complaints

Please do not wait until you depart if you have any concerns. We prefer that you phone us immediately so that any such matters can be quickly resolved. Phone 04 18951155

Variations to these conditions may only be made by prior arrangements with the owner in writing.
