

## Terms & Conditions

### CANCELLATIONS

Please note that we have a NO REFUND policy and the following cancellation fees apply:

- more than 30 days prior to arrival - 20% of the total tariff;
- 30 days or less – 50% of the total tariff; and
- 7 days or less – 100% of the total tariff.
- A request to amend booking dates 7 days or less will result in a cancellation.
- Travel insurance is recommended for medical and cancellation coverage.

In addition to any cancellation fee there is a minimum administrative fee of \$50 if you make changes to a booking.

### ACCOMMODATION

- Our office is located at 123 Vincent Street, Daylesford, Victoria 3460. Telephone (+61) 03 5348 4422, Facsimile (+61) 03 5348 4333, Website [www.dayget.com.au](http://www.dayget.com.au)
- The name of the person on the original booking form remains the sole contact and is responsible for all communications with Daylesford Getaways.
- Properties are individually owned so your deposit/payments cannot be transferred from one property to another.
- To confirm your booking, a deposit of 50% of the total tariff is required within 3 working days of your booking. The balance must be received at least 7 days before arrival or the booking may be cancelled by Daylesford Getaways with no refund of the deposit.
- Payments may be made, using a maximum of 3 transactions, by Mastercard, Visa, Money Order or direct deposit to "Daylesford Getaways". American Express and Diners Club will be accepted with a surcharge of 3%. Personal cheques will only be accepted if, full payment is received as cleared funds at least 14 days before arrival.
- A security bond and current drivers license can be requested for any booking.
- Online bookings for arrival on the same day or the next day must be confirmed by telephone during office hours or the booking may not be valid.
- For a weekend stay booked more than 14 days in advance where not all bedrooms are required, a 'full house' tariff will apply.
- A minimum \$50 administrative fee will be applied if, guests request any changes to their accommodation booking in addition to any cancellation fee.
- Daylesford Getaways has the right to refuse a booking.

### 'EXTRAS'

- Restaurant reservations, massage and spa services or activities, should be booked at least 4 weeks in advance to secure your preferred choice.
- Vouchers for any 'extras' booked on your behalf are to be collected from the Daylesford Getaways office upon arrival.
- A minimum \$50 administrative fee will be applied if, guests request any changes 7 days before arrival regardless of the service provider's Terms and Conditions.
- No refunds will be given on 'extras' if cancelled or changed within 7 days.

### CODE RED FIRE DAYS

In the event of a Code Red – Catastrophic Fire danger day being declared for our region, Daylesford Getaways will be closed and the following procedure will apply:

- Guests currently in-house will be given the option to vacate the property prior to 5pm the evening before the code red day
- Guests due to check-in on the code red day will be called and advised that the accommodation will not be available and the office will be closed.
- All guests that leave their accommodation or have been advised not to attend will be issued with a voucher for a future stay.

### CREDIT COUPON POLICY

- In the event of a cancellation, should the property re-book, a credit coupon less a \$50 administration fee will be provided under our cancellation policy.
- Credit coupons are valid for 6 months and are not redeemable for cash.
- Tariffs are subject to change therefore any tariff increase from the time of issue to the time of the new booking must be paid.
- Original credit coupons must be presented to Daylesford Getaways upon arrival.
- Cancellation of accommodation booked using a coupon is final. No refund or replacement coupon will be issued.
- Daylesford Getaways reserves the right to substitute the property or service for a similar priced property or service to a similar value as the original credit coupon.
- Credit coupons must be redeemed in full on a single booking.

### GIFT VOUCHERS

- Vouchers are available from Daylesford Getaways and are subject to these Terms and Conditions.
- Gift Vouchers are issued with a 12 month validity. A 3 month extension may be granted, and will incur a \$50 administration fee.
- Daylesford Getaways will not reissue a gift voucher, in the event that a gift voucher has been lost or stolen.
- Vouchers must include an accommodation component, are not redeemable for cash and can only be used to book with Daylesford Getaways.
- Vouchers must be redeemed in full on a single booking.

### ACCOMMODATION TERMS OF USE

To ensure the safety of guests and the sustainability of the property, a maximum number of guests are insured for each property. Events, parties and gatherings are not permitted on the premises without prior written consent from Daylesford Getaways and may result in your booking being cancelled without refund.

There is a 2 night minimum stay applied on a weekend and extended stays and altered tariffs can be applied during holidays and long weekends.

- Weekend nights are Thursday & Friday, Friday & Saturday or Saturday & Sunday. Consecutive nights from Sunday to Thursday are considered midweek.
- Check-in time is 3pm on the day of arrival and the property must be vacated by 12 noon unless otherwise advised by Daylesford Getaways.
- Keys may be collected at the office of Daylesford Getaways after 3pm and before 6pm Monday – Thursday, before 8pm Friday or before 5pm Saturdays, Sundays and public holidays. Please contact Daylesford Getaways by telephone during office hours, if you wish to make alternative arrangements for key collection.
- Guests choose their own property so Daylesford Getaways is not responsible if the style of the property doesn't meet expectations. Please view accommodation on our website at [www.dayget.com.au](http://www.dayget.com.au), prior to booking and call our office if you have any queries.
- Due to unforeseen circumstances, Daylesford Getaways may need to allocate your booking to a similar room style or relocate you to an alternative property of equal style and tariff.
- Changes to bedding configurations incur a fee should guests change original booking request.
- As all properties are privately owned, Daylesford Getaways is not responsible for the failure of any utilities, essential services and appliances. If the issue cannot be resolved you may be required to relocate.
- Requests for assistance or maintenance may result in a minimum \$70 call out fee, where the guest is at fault.
- Tariffs apply for any additional guests staying at the property so please advise Daylesford Getaways and make necessary payment. Should additional unpaid guests be found the booking will be cancelled and you will be asked to vacate. No refund will be given.
- Any additional cleaning incurred will be charged directly to you. Please leave your accommodation tidy.
- Daylesford Getaways is not responsible for the security of your belongings and encourages you to ensure your accommodation is secure when not occupied.
- Please respect the privacy of our local community and neighbours. If a guests behaviour or noise level is unreasonable, a warning will be given and ignoring this will result in the cancellation of the booking without refund.
- All properties are non smoking, failure to comply will result in a minimum \$200 fine and you may be liable for any bookings loss as a result.

### DAMAGED OR MISSING PROPERTY

- Please notify Daylesford Getaways immediately of any loss or damage to property, including keys. A key replacement fee of \$50 will be charged in addition to any locksmith's fees to replace or change locks throughout the property.
- The guest responsible for the booking will be charged for property belongings that are damaged, removed or lost.

### ADDITIONAL COSTS

- Daylesford Getaways reserves the right to debit your credit card, or request payment in full for any outstanding charges that apply to your booking. This includes extra cleaning, rubbish removal, additional guests, extended stays, late check outs, extra bedrooms occupied, smoking penalties, lost keys, callouts, repairs or damage to a property.