



Welcome to The View – we hope you are as excited for your stay as we are to host you! Below we have outlined our booking policy, please read thoroughly before paying your deposit.

Payment and acceptance

1. Payment of the 50% Deposit is considered as understanding and acceptance of this Booking Policy.
2. Payment in full must be received no later than 7 days prior to arrival.
3. If for any reason your payments are not received by the due dates, Great Southern Holiday Properties reserves the right to cancel your booking and apply appropriate cancellation charges.
4. Tariffs quoted are correct at time of booking and are subject to change without notice.

Security deposit

1. A security deposit of AUD 500.00 is due 1 day before arrival and released 7 days after departure.
2. Great Southern Holiday Properties reserves the right to make claims on the security bond if the terms & conditions are not met, resulting in loss, extra cleaning, damage, expense of inconvenience.
3. Should any claim for damages be made by Great Southern Holiday Properties, a tax invoice will be issued.

Guest Responsibilities

1. The person nominated on the booking is responsible for all guests staying at the property.
2. A maximum of 6 adults and 3 children may stay over-night at the property. No more than the registered number of guests is to occupy the premise, as each holiday property is equipped for a specific number of guests. If the property is reported to be overloaded, the booking will be terminated, and guests will be asked to vacate with no refund made.
3. Guests must comply with any reasonable direction of Great Southern Holiday Properties. The booking will be terminated if any guest fails to comply after receiving a warning.
4. Please be aware that guests are responsible for any damage, breakages, theft and/or missing items at/from the property. We ask that you notify the Manager immediately to let them know if any damage occurs during your stay, so we can discuss any repairs/replacement costs before your departure.

5. Parties and Functions are strictly prohibited unless with mutual agreement and notification by the guest is verified. Immediate termination of the booking without refund may result.
6. Please respect out our neighbours and do not make any excessive noise past 9pm.
7. Departing guests must leave the property clean & tidy. This includes emptying the rubbish bin, putting any dirty dishes in the dishwasher and running a clean cycle, emptying and cleaning of the refrigerator, oven & microwave, cleaning of the BBQ, turning off the lights & cooling/heating appliances.
8. Each booking includes a standard clean. Great Southern Holiday Properties reserves the right to recover any costs above the standard clean from guests at or following a departure where the property is deemed to have been departed by guests in an unfit manner.
9. Please leave all furniture and furnishings in the position they were in when you arrived.
10. Whenever guests leave the property, please make sure to close and lock all doors and windows to maintain security and prevent rain and water damage.
11. The property must not be used for unlawful purposes.
12. A guest information folder is provided at the property for your convenience. It contains contact information for the Property Manager in the event of any serious emergency outside office hours. After hours call out may incur a fee of \$70 incl. GST or greater.
13. Smoking is not permitted anywhere on the property (including patio areas).
14. Guests are to follow the City of Albany guidelines regarding recycling and waste. A summary can be found in the property guest guide.
15. No liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the agent or owners' controls. No responsibility is taken for guest's property left on or near the premises. It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situations arise before or during your travel period.

Cancellations

1. 100% of paid prepayments are refundable less a 3% administration fee when cancelled 5 days before arrival or earlier.
2. 0% of paid prepayments are refundable if cancelled within 5 days before arrival.
3. No refund is made on the unused portion of tariffs if guests vacate the property prior to their departure date.
4. In the event of advanced bookings being cancelled by the owner and/or agent, a full refund will apply.
5. Due consideration will be given, in consultation with the owner, to any cancellation at any time occasioned by exceptional circumstances.

Change of Dates

1. For a change of accommodation dates made more than 7 days prior to arrival, a 3% incl. GST administration fee will apply and subject to availability.
2. No fee will apply to extend the dates of your holiday booking; however, this is subject to availability.

Arrival / Departure Times

1. Arrival time is from 3pm on the day of arrival and departure time is strictly 10am on the date of departure. Extended stays may be permitted, if available, and prior

arrangement has been made. A fee may apply for late departures if no prior arrangements are made.

2. You will be provided with a code for the electronic keypad to the main front door 24hours before arrival.
3. At time of departure, please check the property and ensure you take all your belongings with you. Please ensure the property is securely locked with windows and doors closed and locked.
4. Before departure, please remove all food from fridges, put all rubbish in the appropriate council rubbish bins provided, and make sure that all crockery and cutlery washed and packed away. Please leave the property in a clean and tidy condition (will allow dishwasher to have clean dishes in there if dishwasher is mid-cycle at time of departure).

Linen

1. The property is fully self-contained. Linen, bedding and towels are supplied. Upon departure, please leave all items as supplied at the property.
2. The property is not serviced, but additional cleaning and linen changes can be arranged upon request for bookings of 4 nights or more and mutual agreement at an additional charge,
3. Linen must be used on all beds being used by the guest.

Parking

Guests and Visitors will have access to a double garage which can park up to 2 cars, as well as a private driveway which can park an additional 2 cars.

Garbage and recycling

Please follow the City of Albany guidelines regarding recycling and waste. For your convenience a summary can be found in our guest guide. Our larger road verge bins are located against the external wall of the property, accessed via the rear patio area.

Pets

One small-medium dog is permitted on the premises with prior arrangement required. Please be sure to notify the host if you wish to bring your dog. Failure to do so may result in your booking being terminated, with guests asked to vacate with no refund made.

Faults or Problems

1. All holiday properties under Great Southern Holiday Properties' management are privately owned and are rented on a fully self-contained basis. In the event of faults and/or malfunctions of appliances or inclusions, there is no obligation from the owner or Great Southern Holiday Properties to compensate or discount.
2. Great Southern Holiday properties will accept no responsibility for any inconvenience with machinery breakdown. The agent's best endeavours to repair, replace or hire an alternative will be undertaken.
3. If a situation arises which we have no control over, Great Southern Holiday Properties reserves the right to move guests to alternative accommodation (subject to availability) at the direct instruction of the property owner. If this is the case, we will notify all guests as soon as possible and make every reasonable effort to make sure that they are satisfied with their new address.

4. Should a tradesperson be sent out upon a guests request to carry out a repair that was unnecessary, the cost of the callout will be at the guests' expense.
5. Guests must inform Great Southern Holiday Properties immediately if the property is not clean to a satisfactory level at time of check-in, otherwise, they are deemed to have accepted the property in the condition of arrival.
6. Left items – if requested we will endeavour to recover and return items inadvertently left in a holiday property, but we take no responsibility for the recovery or return of these items. Postage and packaging and the cost of sending out a staff member to search for the item will need to be paid in advance, a minimum cost of \$27.50 incl. GST applies at the guests' expense.
7. Great Southern Holiday Properties may inspect the property with reasonable notice and at any time without notice if there is any belief that there has been a breach of these conditions herein.
8. If the occupancy ends or the holiday stay is terminated, guests must immediately vacate the property. Great Southern Holiday Properties is authorised to do whatever is lawfully required to enforce the eviction of any guest and removal of guests' property.
9. Free WIFI internet is available at the property, Great Southern Holiday Properties and the Owner will not be held liable for internet speed or quality of internet service from the internet provider. Any service difficulties, once reported to the property manager will be relayed to the service provider for rectification.
10. New building and renovations are common in Albany and the Great Southern. Unfortunately, the notification of surrounding property owners/managers of such work is not a common practice. If we are aware of work that will adversely affect your stay, we will advise you prior to arrival. Where building or other work, of which we were not aware, does adversely affects your stay we will attempt to minimise its effect, but cannot be held responsible for the any disturbance or inconvenience caused.

Disclaimer

1. When a booking is made, the deposit is accepted for the Owner at the time. If the property is for sale and the ownership changes before your holiday, we cannot guarantee that the property will remain available. A full refund will be provided if this is the case.
2. Great Southern Holiday Properties has endeavoured to maintain the accuracy of the content with their websites. However, from time-to-time aspects of the content may be out of date. Certain information is provided by others including, owners, and for that we accept no responsibility for its accuracy.
3. Great Southern Holiday Properties acts as the letting agent on behalf of the owners and in accordance with the owners' instructions. Great Southern Holiday Properties reserves the right to take appropriate remedial action and/or seek compensation for any serious breach of these conditions of letting.

If you have any questions regarding our booking policy please don't hesitate to ask, and we look forward to having you stay at The View.