



## Terms and Conditions - Accommodation

Terms & Conditions:

### 1. Deposit

1. A 50% deposit must be received immediately by credit card to confirm the booking.
2. Payment will indicate acceptance of these booking conditions.

### 2. Final Payment

1. Full payment must be received upon check-in.
2. Where applicable, prices listed include GST.
3. If deposit or final payment is not received by the due dates, Barney Creek Vineyards Pty Ltd Trading as Barney Creek Vineyard Cottages reserves the right to cancel the booking. Confirmation and invoices are subject to re-issue if incorrect through error or omission and the guests accepts the liability to then pay the correct cost to retain the reservation.
4. Barney Creek Vineyards Pty Ltd management may use a court or collection agency for the purpose, if payment cannot be taken from a credit card.

### 3. Amendments terms and charges

1. All amendments to dates are subject to availability and rate at the time of amending your reservation.

### 4. Cancellation terms and charges

1. Cancellations made 30 days or less prior to arrival, will result in a cancellation fee of 25% the original booking amount. Any difference will be refunded to the card used at booking within 7 days.
2. Cancellations made 14 days or less prior to arrival, will result in a cancellation fee of 50% the original booking amount.
3. Cancellations made 7 days or less prior to arrival, will result in the Credit card on file being charged full amount of booking, minus deposit already received.

### 5. Refund Policy

1. No shows and cancellations after check in date - will be subject to a 100% cancellation fee as per Item 4. 3. Cancellations made prior to the periods outlined in Item 4, will receive a refund, although a 20% cancellation fee may apply, for administrative costs. This is subject to the discretion of management.

### 6. Payment Options

1. Standard Payments accepted include; Mastercard - Credit and Debit Cards. Visa - Credit and Debit Cards.

#### 7. Rates and Changes

1. Rates quoted are subject to change at any time.
2. Rates are inclusive of GST where applicable.
3. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.
4. Minimum length of stay restrictions may apply to certain rates during special event periods, including a minimum 2 night stay for weekends and a minimum 3 night stay over public holidays.
5. All prices and other payments and conditions should be confirmed at the time of booking.

#### 9. Room Servicing

1. Daily room service is not included

#### 10. Check-in and Check Out

1. Standard check in time is 2pm
2. Standard check out time is 10am
3. Please ensure these times are adhered to so that we have sufficient time for cleaning and preparing the cabin for new guests. A fee may be charged if the cabin is not vacated by the check-out time.
4. Late Checkout after 10am is at the discretion of management and must be requested prior to arrival and is subject to availability. A late check out fee will apply.

#### 11. Special Requests

1. Whilst we attempt to satisfy all special requests, we are unable to provide a guarantee.

#### 12. Booking Arrangements

1. The guest affecting a booking shall be deemed to have accepted the booking conditions on behalf of all guests named in the booking.
2. The guest who makes/confirms a booking on behalf of another person shall be deemed to have accepted the booking Terms and Conditions on behalf of all guests named in the booking.

#### 13. Unaccompanied minors

1. All clients under the age of 18 must be accompanied by a parent/guardian.
2. The property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID or proof of guardianship, if requested on check-in.

#### 14. Gift Vouchers

1. Gift vouchers purchased from Barney Creek Vineyard Cottages are redeemable towards accommodation payment.
2. Non refundable or Non redeemable for cash.
3. Gift vouchers are valid for a period of 6 months from the date of issue.

4. Additional values cannot be added to an existing voucher; however, additional vouchers can be purchased.
5. Vouchers are to be treated like cash; defaced, mutilated, altered, lost or stolen vouchers will not be replaced, refunded or redeemed.
6. Barney Creek Vineyard Cottages does not accept any responsibility for lost or stolen vouchers.

#### 15. Responsibility

1. Barney Creek Vineyard Cottages both for itself and on behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statement made by their service providers in terms of travel arrangements. By utilising the booking services provided by Barney Creek Vineyard Cottages, you agree that:
  - Barney Creek Vineyard Cottages shall not be liable for the wilful or negligent acts and/or omissions of such carriers and/or service providers. Barney Creek Vineyard Cottages will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.
2. Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.
3. Every effort is made to ensure that information displayed on the website is correct. Information, rates and Sirromet Wines website are subject to change without notice.
4. Photos shown on our website or in any other advertising media may not be specific to actual cabin allocated. Photos are indicative only. Furnishings, linen, décor etc may change from time to time.

#### 16. Cleaning

1. Please help us to provide a quality service to our customers by ensuring your cabin is left clean and tidy (including dishes cleaned and put away), and that all property contained in the cabin is left in the cabin.
2. Incidental items such as (but not limited to): Any breakages or damage incurred during your stay by your guests or suppliers including the Winery surrounds, buildings, furniture and fittings, or cleaning charges in excess of the normal level of cleaning will incur additional charges subject to damage.
3. Please ensure that air-conditioning, fireplace, bathroom heat light and BBQ are all turned off before leaving the cabin. Please do not leave candles burning unattended.

#### 17. Non Smoking

1. There is to be no smoking within the cottages.

2. Smoking is permitted in outdoor areas, as long as cigarette butts are disposed of appropriately. We must respect the natural habitat of the many animals that live alongside us.
3. \$250 cleaning charges apply for breaching the Non Smoking policy.

#### 18. Noise

1. To ensure all guests enjoy their stay, all noise is to be kept to a respectable level at all times, and 'quiet time' is from 10pm
2. Loud music, inconsiderate and antisocial behaviour will NOT be tolerated at any time
3. Failure to comply with the noise policy may result in a \$150 penalty.

#### 19. BBQs

1. All cottages are supplied with their own BBQ.
2. Please leave the BBQ clean using the BBQ wipes provided (under the kitchen sink).
3. Failure to do so may result in an additional \$70 cleaning fee

#### 20. Animals / Pets

1. Pets are welcome at our property, as long as the following conditions are met:
  - Pets are not allowed on the furniture, including beds and sofas/ couches
  - Pets must be secured in a pet crate or carrier if left in the cottage unattended
  - Guests are responsible for cleaning up after the pet, and are responsible for disposing of waste in one of the outdoor bins provided on the property
  - Any damage caused by pets, including but not limited to furniture, will be subject to an additional fee to cover the cost of repairs
  - Pets are to be controlled at all time while outdoors to ensure native wildlife are not injured
  - Failure to comply with these guidelines may result in an additional cleaning fee of \$150.

#### 21. Covid Lockdowns

If lockdown restrictions come into effect, we offer the following:

1. We hold your deposit and you can reschedule your booking for a later date after lockdown restrictions are lifted; or
2. In the event that alternate dates are not suitable or the lockdown is continually extended we will refund your deposit.

#### 22. Lost Keys

1. Lost keys must be replaced at the client's cost being \$50 per key. Please take care when leaving your cabin ensuring the cabin is locked and you put the key in a safe place.