

Alto Richmond Guest Terms and Conditions of Trade

Payment

- 1 Payment of deposit or total fee for your booking indicates acceptance of these Terms and Conditions.
- 2 Payment will be made by credit card only unless agreed otherwise with the owner, Visa and Mastercard only.
- 3 Seven consecutive nights in the one property will be charged as one week.
- 4 A deposit of 50% of our total fee is required to confirm your booking if you book more than 3 weeks prior to your arrival.
- 5 The balance of payment must be paid at least 10 days prior to your arrival.
- 6 If you book less than 3 weeks prior to your arrival, the total fee must be paid to confirm your booking.
- 7 If you cancel or reschedule your booking less than 6 weeks prior to the scheduled commencement of your stay, your deposit is not refundable if, after making all reasonable efforts to do so, we are unable to obtain an alternative booking of equal value. A minimum \$10 cancellation fee will apply to all cancellations. Guests are encouraged to take out travel insurance.
- 8 Once full payment is made, no refunds will be given.
- 9 Security for payments required under these conditions must be provided by credit card at least one week prior to arrival.
- 10 Quotations are issued, and payment must be made, in Australian dollars.
- 11 By making payment of the total fee, you have an exclusive licence to occupy the property for the days specified when you book (but not possession).

House Rules

- 12 The number of guests staying at the property must not exceed the number agreed to in the booking details, unless agreed to by us. In the event that any additional persons stay at the property, an additional fee may be charged according to our usual rates. If additional guests stay without permission, we reserve the right to terminate the booking without refund.
- 13 If pets are entering the property or staying at the property, this must be disclosed at the time of booking, otherwise we reserve the right to terminate the booking without refund. In that case we will not be responsible for finding or funding alternative accommodation. If extensive additional cleaning or dry cleaning is required, this will be charged for using the credit card provided for payment. The general house rules for pet guests are please do not allow them on the beds and furniture. Also please pick up after your pets. The number of pets must not exceed the number on the booking confirmation.
- 14 You will agree to any other reasonable house rules which may be made available to you at the property.
- 15 Guests are required to enter and exit the property quietly.
- 16 Noise levels must be inaudible from neighbouring properties between 10pm and 8am Sun-Thu, and between 11pm and 9am Fri-Sat. No Parties are to be held at the house.

17 All guests are expected to behave in a manner that does not cause distress to our neighbours or interfere in any way with their right to enjoy their properties. We reserve the right to remove guests who do not adhere to this code of behaviour. In these cases, no refund will be due, and we will not be responsible for finding or funding alternate accommodation, nor will we be responsible for any other associated costs.

18 Guests may not engage in any illegal activity at the property.

Check In and Check Out

19 Check In is after 2 pm and Check Out is after 10 am or as specified in our booking confirmation. Whilst we are more than happy to provide early Check In and late Check Out wherever possible, this can only be confirmed at the last minute as it is dependent on other bookings at the time. Failure to adhere to those procedures could result in the incurring of additional costs.

Breakages and Losses

20 You are responsible for leaving the property in the state in which you found it on arrival. All breakages or losses must be reported immediately to us. Whilst we will not pursue reimbursement for minor accidental damage or normal wear and tear, the total cost of making good any other damage or loss to the property, garden or contents will be charged for using the credit card provided for payment (or left for security). This also includes removal of linen.

21 Cleaning services on your departure are included in your rates. Guests are expected to leave the property in a neat and tidy state without the need for extensive, excessive cleaning. You are responsible for all cleaning charges in the event that the property is left in a state that requires more than reasonable cleaning. This will be charged for using the credit card provided for payment. If you are staying Sunday evening, you are responsible to place the bins in the street before Monday morning. If this is not done, there will be an additional rubbish removal fee of \$50. If there is smoking indoors an additional fee may be charged for removing smoke fumes or relocating later guests.

22 The owners of the property are not liable for loss to you of any personal belongings while you are in the property.

Complaints

23 You should not wait until you return home before complaining about any matter as no inspection can be carried out when others are occupying the property. We welcome hearing from you in relation to any complaints or concerns and prefer that you phoned us immediately so that matters can be resolved quickly.

24 The place of law is Victoria and the courts of Victoria have exclusive jurisdiction.

Termination

25 Your occupation of the property may be terminated by us without notice in the event that you breach any material term.

Disclaimer

26 The property and services are provided in good faith to a high standard, but we welcome feedback at any time.

27 The owner of the property can not be held responsible for failure or interruption to power or other services to the property for reasons beyond our control.

28 To the fullest extent permitted by law, the owner disclaims all warranties in relation to the provision of services and the use of the property, and otherwise our liability is limited at our option to the supply of the relevant services again or the payment of the cost of having services supplied again.

29 If for any reason the property becomes unavailable for the booking, we will provide a full refund with no further obligation on our part. We may at our discretion provide you with the name of an alternative similar property for contact.

30 As Internet is provided in good faith, but may be unavailable due to any number of factors, the owners are not liable for any loss or inconvenience so caused.