

Terms and conditions apply upon booking with us.

Cancellation Policy

50 % deposit is payable to confirm your booking. The remainder of your payment is due 14 days or more prior to your arrival.

A full refund will be given if cancellation is made more than 8 weeks before your stay.

A 50% refund will be given should you cancel up to 2 weeks before your stay.

Up to two weeks before your stay, should you wish to cancel, you can contact us to apply to change your bookings dates and should we be able to accommodate your request your booking and deposit amount will be transferred to your new dates.

No refund is given should you cancel within 14 days of your stay.

Credit card payments will incur a 3% surcharge.

Damages.

You become financially responsible for any and all damage and loss to the property and its contents from the date and time you check in, to the date and time you check out. To avoid erroneous blame, you are required to immediately notify our team if anything is amiss when you arrive at the property. You may be asked to pay a refundable Security Deposit.

The Security Deposit will be retained until our team has completed the checkout inventory and inspection. Should the property be found excessively dirty or items are missing or damaged, the cost of additional cleaning and/or the cost of repair or replacement of property will be deducted from your deposit.

Any costs associated with acts of intentional or negligent destruction, pet damage, re-keying, property damage resulting from motorized vehicle use, additional cleaning if the home is left excessively dirty or damage resulting from negligence or carelessness will be deducted from the security deposit.

Your credit card may be charged at cost for repair and/or replacement if there is deliberate, malicious and/or negligent damage to property.

If you stay with DOGS you must have prior arrangement with us and have paid your \$200 bond and dog stay tariff. Guests who bring dogs without prior arrangement will be asked to remove their dog immediately.

Please keep them on a leash at all times while on the property as we are unfenced and surrounded by livestock. We trust you will also keep pets off the furniture and we ask that you restrict them to the kitchen/dining area.

Dogs are not permitted in the hallway/bedrooms lounge room or den. Any pet hair in any part of the bedrooms/den/lounge/hall will incur a \$200 cleaning fee/loss of bond. (other pets included)

We are pet-friendly but charge a \$50 stay tariff to cover general cleaning. An additional fee will be applied if excess cleaning is required after departure. Any damage to the property by pets will be charged for. See damages policy.

Zahalka House is non-smoking, failure to comply will result in a minimum \$200 fine. Guests may also be liable for the loss of owner's income from any future bookings affected by their actions.

Excess Rubbish Removal fees may apply if the amount of rubbish left at the property is deemed over and above what should be reasonably expected for the length of stay and number of guests.

Rates apply for any additional guests staying at the property that were not included as part of the original booking. Please advise us and make necessary payment for additional guests. Should additional unpaid guests be found, the booking will be canceled and you will be asked to vacate. No refund will be given.

Zahalka House is offered on the basis of private, residential usage only. Events, functions, parties and gatherings are not permitted under any circumstances. Should this occur you will be requested to vacate the property immediately and your booking will be canceled without refund.

Guests are expected to leave the property in a neat and tidy manner on departure. This includes washing and putting away dishes, returning all items to their original position, all food items removed from fridges, barbeques cleaned, ovens and microwaves wiped out and rubbish placed in appropriate bins. Additional cleaning fees (minimum \$50) may apply if the property is not left in a presentable condition.

Guests are required to turn off lights, appliances and lock doors and windows upon departure.

A minimum key replacement fee of \$50 will apply if property keys are not returned on departure. Additional locksmith fees may also apply if locks require replacement due to the loss of keys.

When a property is booked for eight nights or more, a complimentary refresh service including fresh linen and towels is provided.

Wi-Fi- (where available) is provided complimentary for guest use. Guests should note that internet connection speeds vary widely according to local area availability and connection type and in many cases, data may be limited. Whilst every endeavor will be made to ensure Wi-Fi is working as intended, we cannot guarantee an available or consistent connection due to network, data or speed issues beyond our control. Outages do occur and whilst we will always try to have the connection restored, this will not always be possible. Compensation will not be considered in these circumstances as Wi-Fi is provided on a complimentary basis.

CODE RED FIRE DAYS

In the event of a Code Red - Fire Danger day being declared for our region-

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.

All guests that leave their accommodation or have been advised not to attend will be issued with a credit voucher for a future stay equal in value to the balance of their stay.