



Cancellation & Conditions Policy

Reservation of 2 rooms or less ... You may cancel without charge until 28 hours prior to check-in time. This means, before 10.00am on the day prior to your arrival date.

Cancellation accepted via email only.

Failure to cancel in time or a "no show" will incur the first night's accommodation being charged at the published room rate forfeiting any discount applied, and the remainder of reservation will be cancelled.

Group Booking of 3 or more rooms ... 50% Deposit is required (Non refundable).

You may change the arrival date once only and the change is subject to availability.

Cancellation or "no show" will result in a forfeit of the total deposit.

We will make every effort to re-sell the rooms and consider a partial refund if you request so in writing.

We will however, favorably consider unusual circumstances such as road closures/emergencies.

Settlement of Account

You have provided us with Credit Card details and in doing so you further authorize the amount of your "account" due and/or any cancellation charges to be automatically debited when due.

Loss or Non Return of Keys

In this eventuality, you agree to cover all costs associated with replacement and agree to having the costs debited to your "account".

Damage to Property

We will not seek reimbursement for breakages of a minor nature, however, in the event of damage or loss occurring to the contents, house or garden that necessitates repair, replacement or additional cleaning, you agree to cover the costs to rectify the situation, and you agree that all such costs are to be debited to your "account".

Termination of Stay

We reserve the right to terminate your stay:

- a) if you have additional people staying other than the number stated at time of booking
- b) if you bring pets of any kind onto the property
- c) if you smoke or allow anyone to smoke inside the building
- d) if you act in a manner which is unlawful, or cause willful damage to property.
- e) if you intentionally or persistently leave air conditioning, lighting and fans on whilst not in attendance.

In these circumstances no refund will be given and we shall not be responsible for any losses or difficulty you may incur as a result of finding alternative accommodation.

(Updated 29/03/2017)