

Terms & Conditions

Deposit & payment terms

Bank transfer is preferred

- Booking 6 months + 10% deposit
- Booking 0-6 months 50% deposit
- Booking 0-30 days 100% deposit

Full payment of accommodation fees 30 days prior to booking

\$1000 bond required 48hrs prior arrival and paid back 48hrs from departure

*Payment of bond must be by credit card

Cancellation policy

Covid 19 related	100% refund
30 days prior to booking	100% refund
30-14 days prior to booking	50% refund
14 days prior to booking	Nil refund

House rules

You agree to the following house rules upon booking:

- There is a strict noise policy at both properties. No noise after 10pm, if there is a noise complaint from neighbours we will call to resolve, if it continues we do have remote access to the power supply, which may be turned off, also occupancy may be terminated without refund and loss of bond.
- Extra visitors to the house are not permitted under any circumstances without permission from owner. CCTV to external entrances complies with privacy regulations.
- Strictly no smoking inside, no cigarette butts to be left in garden (Ash trays provided)
- Do not rearrange furnishings
- Tank water is in use. Water usage is monitored and excessive water usage costs will be deducted from the bond.
- A reasonable amount of firewood is supplied for your stay, additional firewood can be purchased at your own cost, a list of local suppliers are in the guest manual.
- The pizza oven is not available to guests as it requires an experienced operator.

Check in & check out times:

Check in 3pm

Check out 11am

Cleaning & check out

Your rate includes a professional clean and all linen laundered at the end of your stay. We ask that you leave the house respectfully clean and tidy and in order as presented, we expect:

- Cookware and appliances to be left clean
- Dishwasher emptied and crockery put away
- Fridge to be emptied
- Bins to be emptied
- Rubbish bins placed on the roadside (rubbish collection Monday morning)
- BBQ and outdoor kitchen to be left clean
- Turn off all heating/cooling, lights and appliances
- Lock all doors and windows and return keys to key safe

Bond

The bond is fully refundable but monies maybe deducted for the following:

- Extraordinary cleaning required will be charged at \$50 per hour
(see *Cleaning & Check out list above*)
 - Cleaning and fumigation after smoking inside
 - Moving furniture back in place
- Breakages and damage will be deducted from bond
- Unplugging audio visual leads or re-programming devices \$100 min
- To replace remote controls or house keys \$100 min

Pets policy

Mountain Lodge - no pets allowed

Beach House - pets may be permitted with the permission of the owner

We have worked tirelessly to provide what we hope is a wonderful experience for our guests and we hope and believe you will have mutual respect for our much loved property, thank you.

Nic & Robynne

Whitelodge Holidays