



Thank you for choosing to stay at Murrindindi Executive Retreat at Yea. We would appreciate your time in familiarising with our terms and conditions.

ACCOMMODATION TERMS & CONDITIONS

Reservations for short term holiday accommodation for Murrindindi Executive Retreat are accepted by KV Associates Pty Ltd PO Box 286, Lilydale as agent for the owner of the property and to which bookings, the following terms and conditions shall apply.

Booking

- Reservations are subject to availability.
- All quotes are valid for 48hours only. Any verbal quote given is an estimate only of price, which will be subject to written advice on confirmation of reservation.
- All accommodation bookings must be guaranteed at the time of reservation by provision of Valid Credit Card details.
- By providing valid credit card details, you warrant that you have the authority to use the credit card and you authorise Murrundindi Executive Retreat to charge the cost of your booking, security deposit and no show penalties to the credit card.
- Payment is needed in full at the time of booking.
- All reservations will be confirmed by email.
- Bookings made via third party website will be subject to the terms and conditions of the respective websites

Note: No booking is considered final until we have received the completed Guest Contact Details together with the payment for the booking in full.

Method of Payment

- Payment may be by EFTPOS, MasterCard or Visa credit cards. We do not accept Diners and American Express cards.
- Please note a 2.0% payment processing fee applies to Visa and MasterCard payment.
- Payment is also accepted by telegraphic transfer or E-banking.

Cancellations & Refunds

- No refunds are given on bookings cancelled within 14 days of arrival during Peak Period or School and Public Holidays.



- No refunds are given on bookings cancelled within 72 hours of arrival during non-peak period.
- Refunds will be made after deducting any processing fees incurred by the property for the transaction.
- There will be NO refunds if your stay is cut short by you for any reason.
- If the property, for any unforeseen reason, cannot be available after payment has been made, we will provide a full refund.

Check in and check out

- Standard check- in time is 2.00pm. The name of the booking (or nominee) must be the person checking in.
- Standard check- out time by 10.00am.
- For guaranteed arrival prior to 2pm, a room must be reserved from the previous night and therefore includes an additional nightly charge. Late check-out up to 11.00 am is at the discretion of the Property Manager and must be requested the night before the check out.
- Late check out after 11.00am will incur the full rate of one (1) nights' accommodation.

Please notify in the event of late arrival. Very late arrivals will not be accepted. Please liaise with property manager before arriving.

Security Deposit

- The security deposit amount will vary as it is subject to the length of stay and the property that is being booked.
- The security deposit must be paid 72hrs prior to arrival and can be paid via credit card into our bank account and covers incidentals such as breakages, losses and damage including excessive cleaning and/or rubbish removal. If using a credit card, fees will apply to these transactions.
- If no losses or damage occur the security deposit will be paid in full into your nominated bank account 5-7 days after your departure. Please provide bank account details when completing the security deposit payment. For any losses or damages (including additional cleaning required after guest departure), The property reserves the right to deduct these costs from the security deposit. If any damage exceeds the value of the security deposit then the additional cost must be met by the guest.



General terms and conditions

- On arrival, guests will be required to provide booking confirmation and photo identification.
- The use of illegal substance is prohibited and may result in termination of booking, dismissal of guest without a refund and legal prosecution
- The property is **Non-Smoking**, thus no smoking is permitted at all. An additional \$250 cleaning fee will be charged if in case we find evidence of smoking.
- **No Pets** are allowed on or about the property at anytime.
- **ZERO TOLERANCE PARTY POLICY.** The said property is for private holiday use and not for commercial purposes or the like. Private parties/functions etc are strictly prohibited. Immediate eviction with no refund applies to any breaches of this policy.
- **NO CANDLES OR OPEN FLAMES PERMITTED** inside the house.

Should the Fire Alarm be activated, the cost of Emergency Services attending, will be charged to the guest

- The number of guests must not exceed the number stated on the booking confirmation notice or subsequently agreed in writing or email. Additional persons (including infants) will incur an additional charge.
- Lost or stolen keys will incur a \$250 fee. Attempts will be made to contact the guest who will be given the opportunity to return keys taken. Failure to do so will result in the fee being charged to their credit card.
- The property must be left in a clean and tidy state. The kitchen must be cleaned, and dishes put away and all rubbish removed in order to avoid additional charges. Room degradation (such as vomit, bodily wastes) a \$300 cleaning fee will be charged, plus any professional floor cleaning charges at cost, plus a daily room tariff equal to the daily tariff that we would charge if the room was available to be let or any other rate that may be agreed to by the management, in accordance with business demand on the day, until the said room has been returned to its saleable condition
- The breach of any of the above conditions may result in immediate termination of rental and charges.



- Maximum number of adults allowed to stay in the property is 8. If bunk bed is used, Maximum number of children allowed are two under the age of 10 and will incur an additional charge of \$50 per night.
- Retreat is not responsible for personal items left on the premises during or after departure.
- Murrindindi Executive Retreat does not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control (including natural disasters).
- Additional linen services are available on request and will incur a service charge.
- Tariff are subject to change without notice.

Problems or Complaints

In the case of any problem or complaint, you must inform the contact person at the earliest opportunity, so that we will have the chance to rectify the situation as quickly and efficiently as possible.

Maintenance

For reasons of safety, we reserve the right to enter the property to repair any fault. You must allow repair/service access to the property during reasonable hours.

GENERAL RULES

Guests are kindly requested to observe the rules so that their stay will be comfortable and safe.

- Safety of you and Children

As you are staying in a country property, you must actively supervise the children. You will come across native animals, including snakes in the premises. Also there are 3 dams and one mine shaft on the property. Dams are unfenced, have steep sides, extremely deep and opaque. Do not allow children to wander unattended.



- Spa Safety

Please read the instruction at the spa area and in the compendium carefully. Keep the gate locked all the time and keep an eye on children for their safety. Please do not take any glass item to the spa area. If accident happens, please inform this to the management immediately to ensure safety of the users. Shattered glass in the spa would require full maintenance and water needs to be completely replaced. This can be very costly.

- Guests Property

All personal belongings, baggage, vehicles and other property of the guest of any description shall be the risk of the guest at all times and neither the Booking Agent nor the owner accepts any responsibility for any loss or damage thereto.

- Parking

For your convenience parking is available at the property. We takes no responsibility for any damage or loss of your of your vehicle on the car park. Lock the car and please do not leave food that attract wild animals. Remember we are in the country. We disclaim any liability for personal belongings and items of value left in your car or your room.

- Toilet use

Our house is on its own septic system, so be careful what you put down the toilet. The septic system is designed to handle little toilet paper and does not handle any other products. Please use the bins provided.

- Rubbish

There are two types of bins provided. One for general waste and the other for recyclable waste. Both bins are placed at the turn off from Melba Hwy to Ti-Tree Creek Road leading to the property. Please deposit all rubbish in the appropriate bin.

- Water usage

The filtered rainwater is available for general purpose. We have provided you with some bottle drinking water for your convenience. Be water wise & save water.



- BBQ

BBQ facility is provided for your enjoyment, please ensure you leave the BBQ in the same condition as you would like to find it.

- Power

Please turn off lights and equipment's you don't need.

All, decoration, pieces of art, and furniture are personal belonging to innkeepers. We kindly request not taking anything or moving the furniture.

Help us preserve the condition of our home by removing your shoes at the entrance. It helps keeps the house cleaner for everyone to enjoy. Bring some indoor footwear.

As we entrust our entire property into our guests' hands, we do expect the guests read and comply with term and conditions, especially our strictly enforced no party policy. We ask guests to show the utmost care and responsibility, and it is expected that the property and furnishings be returned in the exact same condition at the end of stays at the beginning.

Feel free to ask for help or information during your stay with us.

Emergency Contact Person:
Sonya Heron – The Property Manger

Contact No: 0488196425

Disclaimer

All property descriptions are made in good faith. No responsibility can be taken for alleged misrepresentation.

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