



Gardenvale Cottages

Holiday / Short Stay Accommodation

A touch of "old world" charm with "new world" facilities, in a great location.

Terms & Conditions

House Rules

The number of guests staying at the property must not exceed the number agreed to in the booking details. In the event that any additional persons stay at the property, an additional fee may be charged according to our usual rates and/or we reserve the right to terminate the booking without refund.

No pets of any kind are permitted on the property. If pets are entering the property 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 is required, this will be charged for.

No smoking indoors. We reserve the right to terminate a guest's stay without refund if we become aware of guest's or friend's of guests smoking indoors. There may also be additional cleaning fees to remove any smoke fumes from the property.

No Parties or Functions. Gardenvale Cottages are strictly for domestic use only. Visitor numbers are limited to 4 persons at any time.

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

Noise. Guest are required to enter and exit the property quietly.

For all properties, the noise level must be inaudible from neighbouring properties between 10pm and 8am Sun-Thu, and between 10pm and 9am Fri-Sat.

Please note that any noise which can be heard by neighbours during these hours is regarded as excessive noise by the Environmental Protection Authority. As such we request guests do not utilise outdoor areas between these hours, and any indoor noise is kept to an inaudible level from neighbours. We reserve the right to terminate your accommodation for 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.

Guest behavior. All guests are expected to behave in a manner that does not cause distress to neighbours or interfere in any way with their right to enjoy their properties. We reserve the right to terminate your accommodation for guests who do not adhere to this code of behavior. 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.

Check In and Check Out procedures will be detailed in the Property Information package forwarded to you following payment of deposit. 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, Losses and Cleaning

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. Please note this includes the removal of consumable items from the property which are provided for guest use whilst in-house and are not intended as individual use presentations (examples include laundry powder, dishwashing liquid, toiletries provided in dispensers etc).

Lost Keys. It is our policy to have all locks changed if keys are lost or not returned. All associated costs will be charged if this occurs. Similarly any remote controls will be replaced at your cost if lost or not returned.

Cleaning. Standard cleaning services on your departure are included in your rates. Properties may also include interim cleaning services for stays of longer than a week. This will be detailed in your pre arrival information. Guests are expected to leave the properties 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 standard cleaning.

Energy. Reasonable usage of electricity, gas any other utilities provided at the property are included in your rates. Excessive use (more than a 30% increase compared to similar periods) of any of these utilities may be charged for. If charges are passed onto the Guest, evidence of charges will be provided on request.

Loss of items. Gardenvale Cottages nor the owners of the property are not liable for any loss to you of any personal belongings while you are in the property. Guest items found by our cleaning staff are kept in the office for 6 weeks before discarding. It is the guest's responsibility to follow up any items that may have been left behind at the property. We request that guests send a reply paid envelope to Gardenvale Cottages in order for us to return the items.

Complaints

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. The place of law is Victoria and the courts of Victoria have

exclusive jurisdiction.

Your occupation of the property may be terminated by Gardenvale Cottages without notice, in the event that you breach any material term or condition or in the event that any amount due is not paid.

Disclaimer

Whilst all measures are taken to avoid being misrepresented in advertising, Gardenvale Cottages is in no way liable for any advertising misrepresentations or the accuracy of their listings and information.

Gardenvale Cottages can not be held responsible for failure or interruption to power or services to the property for reasons beyond our control.

To the fullest extent permitted by law, Gardenvale Cottages disclaim 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.

Gardenvale Cottages are not liable for any indirect, incidental, special and/or consequential damage or loss of profits which result from use of the property and services provided to you.

