

## **TERMS AND CONDITIONS FOR EVERGREEN PROPERTY**

### **Booking Process**

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third-party visitors are only allowed access at our express permission.

Payments can be made online / over the phone using debit / credit card as well as by digital bank transfer, or cash deposit. Any charges raised against us by our banks for handling dishonoured bank transfers or any other payments, must be reimbursed by the lead guest within one (1) day of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

### **Check-in & Check-out**

Guests must check-in and check-out by the times stated below.

- Check-in from: 15:00pm on day of arrival
- Check-out by: 10:30am on day of departure

### **Cancellation, Returned Deposit & Non-Arrival Conditions**

Guest who needs to cancel a booking should cancel 48 hours in advance of booking. Cancellation made 48hrs or less of arrival date = No refund issued, full amount of booking due.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

### **Property**

The maximum number of persons occupying the property must not exceed 4 persons and only those listed on the booking form can occupy the property. Please be advised that no extra overnight visitors are allowed to stay at the property.

We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.

Do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.

Please lock the doors and close the windows when you leave the property unoccupied. Make sure you switch off lights, heating, air conditioning or any electrical appliances when you go out – we're an eco-friendly holiday home.

Please don't take any bath towels with you to the beach, use your own towels if you require them outside of the property. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

The client may in no circumstance re-let or sublet the property. All inventory must remain in the property and not be taken to another property. Fireworks, Chinese lanterns, firepits, candles and portable BBQs are prohibited.

The lead guest is responsible for the supervision of all members of your party under the age of 18 at all times.

Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.

This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

### **WiFi Fair & Appropriate Usage Policy**

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

### **Damages & Lost Property**

We reserve the right to charge the guest/guests for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any damages to the property will require the guest/guests to incur the full cost and any potential further loss of revenue from shutting down the room to fix the damages.

If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any further loss arising as a result and guests will need to incur these additional charges.

Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost key cards will incur a replacement charge per key.

Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 week. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

### **Smoking**

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is only allowed outside the accommodation and is in accordance with the Health Act 2006.

### **Pets & Service Dogs**

We do not accept pets throughout the accommodation, including service dogs. This is to align with guests who may have allergies/fear of dogs.

### **Parking**

Please park your vehicles in the designated parking space, ensuring cars do not block access to other properties. Where on-site parking is provided guests accept that they park their vehicles at their own risk.

### **Our Right to Cancellation**

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached. We also reserve the right to refuse a booking without giving any reason.

We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.