

# Creekside Cottages

## Terms & Conditions

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### Bookings

To secure a booking, one night's accommodation is required as a deposit. Bookings longer than two nights during peak times (see Minimum Night Bookings), need to be paid in full 7 days before arrival.

If paying by cheque, please make it out to: "**Jennifer Sullivan**" and post to: **PO Box 386, Armidale NSW 2350**

Alternatively, a direct deposit via netbank:

#### Bank details:

BSB: 082407

Account No. 56 226 9810

Flexi Account in the name of:

**"Jennifer Marita Sullivan"**.

The outstanding balance of your accommodation is due on the day of arrival.

**Please note:** we do not have credit card facilities. If you choose to use netbank to make your balance please make this deposit a few days in advance to allow the transfer of funds.

### Families with children

Parents need to be aware that water features are located on my property. It is expected that parents supervise their children during their stay and respect the privacy of other guests.

### Cancellation Policy

If more than one week's notice is given, your deposit will be refunded less any additional bank fees.

Should you cancel your booking with less than one week's notice, we will do our best to re-book those dates. If we are successful, your deposit will be refunded less a \$30 administration fee. If we are unable to rebook the cancelled dates, your deposit will be forfeited.

If you spend less time than booked, the full cost of the entire stay is payable.

Check in time is 2pm and check out time is 10 am. Variations to these times must be made with prior arrangement and may not always be possible due to availability of cleaning staff.

### Smoke Free Zone

Creekside Cottages does not accommodate smokers anywhere on the property.

### Accidental Damage

Accidental breakages and damage does occur, and we reserve the right to charge guests with the costs of replacement, repair or to otherwise return furnishings and fittings back to the high standard we have set.

It is a condition of occupancy that guests report any breakages and/or damage to furnishings and fittings on departure.

### Minimum Night Bookings

Creekside Cottages reserves the right to alter our standard tariffs and minimum night booking requirements for both Large and Small cottages during periods of high demand:

- 2 nights on weekends at peak times, including UNE residential schools and graduation week
- 3 nights over Christmas and Easter holiday periods
- 2 nights over long weekends

NB: Bookings longer than two nights during peak times need to be paid in full 7 days before arrival.

### Right to Refuse

The ambience and facilities of Creekside Cottages lends itself to couples and families with mature children. Jennifer Sullivan reserves the right to refuse party bookings (i.e., groups of singles).