

# BESPOKE HOLIDAY HOUSE TERMS & CONDITIONS

## Booking Details

Full Name, Residential Address, Mobile Number, Email Address and a valid credit card plus number of guests staying are all required for your booking.

## RATES

### **Sunday - Thursday \$295 per night (2 people)**

plus \$50 per extra guest per night

### **Friday - Saturday \$345 per night (2 people)**

plus \$50 per extra guest per night

### **Christmas / New Year & Easter**

Sunday - Thursday \$495 per night (2-6 people)

Friday - Saturday \$545 (2-6 people)

## Bond

A bond of \$300 is held in case of damages or additional cleaning costs if Bespoke Holiday House is not left in a satisfactory condition. A valid credit card is required for this. The money will be returned as soon as the house has been inspected on departure. Be aware if all is well the bond will be returned on the day of your departure but can take several days to show on your card.

## Key Entry

Where possible we would like to meet our guests at the door, show you through and hand you the keys. If we are unable to meet you we will text the key entry details.

## Number of Guests

The house caters for up to 6 people.

**Main Bedroom** with ensuite and queen size bed

**Second Bedroom** with queen size bed

**Third Bedroom** with two single beds (Please note: These are unable to be pushed together as a queen bed and we ask you do not do so.)

If extra guests are seen to be staying at the house over an above the quantity booked and paid for the owners will either charge extra or they could be asked to leave.

Extra cleaning charges will apply when bedding is used or requiring cleaning over the agreed & booked number of guests in the house.

Absolutely no caravans, campers, tents, swags, or mates on the couch.

No weddings, parties or functions are to be held without owners consent.

## **Children**

Bespoke Holiday House has had a major restoration and has been designed to create a glamorous and relaxing atmosphere and is ideally suited to Adults or Families with teenage children. It is not suitable for young children or toddlers.

Sorry no children under 10.

## **Payments**

**Within 3 months:** Full payment is required at time of booking

**3 - 6 months:** A 50% deposit is due at time of booking with remainder due 30 days prior to your stay.

**More than 6 months:** A deposit equivalent to that of the first nights stay with the remainder due 30 days prior to your stay.

Your booking is not secured until payment is processed.

Payment can be made by credit card, paypal or direct deposit.

A \$300 bond is required just prior to your arrival.

## **Cancellation & Refunds**

If cancellation of your booking is **up to 2 weeks prior** to your arrival you will receive a full refund less \$50 admin fee.

If cancellation of your booking is **within 2 weeks prior** to your arrival a fee equivalent to that of a first night stay will apply.

Transfer of dates can be made only to available times and of the same value or higher than the original booking. Any extra costs for the new booking dates will be covered by the guest.

Guests not showing up, arriving day/s late or departing earlier than the confirmed booking dates will not be provided a refund.

## **Minimum Nights**

2 nights on weekends and weekdays

4 nights over Christmas and New Year period and Easter.

3 nights over public holiday long weekends.

Contact owners to discuss if overnight stay is available.

Overnight stays will incur a \$100 surcharge.

## **Check In / Check Out**

Check in time is from **4:00pm**. Check out time is before **11:00am**

## **Smoking**

Bespoke Holiday House is non-smoking.

**We ask that you do not smoke in or at the property.**

## Noise

Bespoke is located in Delany Avenue and has neighbours either side and at the rear of the property. We ask that you respect the people living at these homes and keep noise to a minimum.

## Dog Friendly

Bespoke Holiday House is a dog friendly house. The owners are dog lovers and understand how great it is to travel with your pets.

The rear yard is a fully fenced, spacious dog friendly space so your dog/s can lay in the sun and run around all day. If you would like to go out without them they may be fine to leave in this yard **only if you are 100% confident they will be well behaved, don't dig holes or bark and upset neighbours.** If the dogs are found to be barking whilst you are out we will likely give you a call to return to the house.

Please be aware that leaving your dogs in this yard is at your own risk. We have no knowledge or control of your dogs behaviour and ability to escape and therefore cannot be held responsible if they manage to get out.

We ask that you pick up all the dogs business to keep the yard clean for other guests.

Very well behaved dogs may come in the house but **absolutely must not get up on any of the furniture and under no circumstances must they be left unattended in the house** (dogs will fret in an unfamiliar place and cause damage). Please try your best to avoid dog hair and muddy prints in the house. A Vacuum and broom are supplied in the laundry cupboard for clean ups.

Extra cleaning charges will apply if these terms are not adhered to.

## Bikes

Located in the garage there are 4 vintage style bikes. They are free for guests to use and enjoy the cycling tracks. The bikes are only suited to riding on the bicycle track or roads and should not be taken off road. There are helmets provided and must be worn at all times when riding the bikes. There is also a lock to be used in the event you take the bikes out and leave them unattended. Please take care with the bikes so that other guests after you get to enjoy using them also.

## Garden

Bespoke has a number of very old plants that have been kept from the original house. In an effort to keep them healthy it is appreciated that you do not cut, remove or damage them or allow your dogs to cause damage.

**Please do not park any vehicles on the lawn.**

The house has an automatic watering system which comes on at 4am for 20 mins. Please leave the taps turned on so the system will run. If you are requiring water from these taps just turn the gold lever to use the hose attached.

## **Cleaning**

We request that all guests leave the house in a clean and tidy state on departure. Clean Microwave, Cooktop, Oven, BBQ if these items are used during your stay and any dishes washed. General spills, dirt, surfaces cleaned up. All the bedding and towels will be washed by the owners after every guest. The beds can be left unmade.

## **Damages**

Bespoke Holiday House has been a real labour of love for its owners Nina & John. We have shown great respect for the property in its 8 month restoration. The house is filled with vintage restored furniture and original artworks. Most items are either difficult or impossible to replace and we ask that you respect and take care when staying at this house so many more guests can enjoy the atmosphere we have created. Please take care also that damage does not occur to any walls, flooring, bathrooms and kitchen.

Hopefully no major breakages occur but in the case where one may happen the damages costs will be the responsibility of the person making the booking. Any damages over and above the \$300 held bond may be charged to the supplied credit card.