



## Cancellation & Conditions Policy

### Reservations

Reservations are only valid whilst secured by a valid Credit Card.

If your card is declined for any reason, we reserve the right to immediately cancel your reservation.

We may also apply a pre-authorization to your Credit Card up to 7 days prior to your arrival.

### Cancellations

You may cancel without charge until 28 hours prior to check-in time.

This means, before 10.00am on the day prior to your arrival date. Cancellation accepted via email only.

Failure to cancel in time or a "no show" will incur a charge for the first 2 night's accommodation at the published room rate forfeiting any discount applied. Any additional remaining days will be cancelled.

We do, favorably, consider unusual circumstances such as road closures/emergencies.

**Settlement of Account** You will have provided us with Credit Card details.

In doing so, you also authorize the total amount due shown on your reservation to be charged to your Credit Card 28 hours prior to your scheduled check-in time.

**Loss or Non-Return of Keys** In this eventuality, you agree to cover all costs associated with replacement and agree to having the costs debited to your Credit Card.

**Damage to Property** We will not seek reimbursement for breakages of a minor nature, however, in the event of damage or loss occurring to the contents, house or garden that necessitates repair, replacement or additional cleaning, you agree to cover the costs to rectify the situation, and you also agree that all such costs will be debited to your Credit Card.

### We reserve the right to terminate your stay:

- a) if you have additional people staying which exceed the number stated on your Reservation Tax Invoice
- b) if you bring pets of any kind onto the property
- c) if you smoke or allow anyone to smoke inside the building
- d) if you or any of your group act in a manner which causes nuisance, is unlawful, or causes willful damage to any property.

In these circumstances refund will not be given, and we shall not be responsible for any losses or difficulty you may incur finding alternative accommodation.