

Bookings, Cancellations and Conditions of Use

Booking Guidelines

- Limits on the number of reservations accepted at a Property may be enforced
- Persons under 18 (or persons on their behalf) are not permitted to make reservations
- Management reserves the right to cancel or amend any booking

Booking Periods

- Customers can make reservations up to 12 months in advance
- Peak Season – Long Weekends; Easter; Christmas; School Holidays
- Mid-Season – Feb, March, April, Sept, Oct, Nov
- Low Season - May, June, July, August
- Minimum bookings may apply during some booking periods

Payment and Deposits

- Pricing is subject to change and seasonal variation
- Guest credit/debit card details are required to secure all bookings
- Visa & Mastercard credit card surcharge of 0.5% applies to this payment option
- Bookings are not transferable to other persons
- Deposit of 50% is required at time of booking
- Full payment must be paid in full 14 days prior to arrival

Cancellations and Refunds

- Due to the effects of COVID-19, bookings checking in during the 2020 Low Season, will be subject to our 'extenuating circumstances policy', which is available [here](#).
- Cancellations up to 14 days prior to arrival - a cancellation fee of \$40 will apply to all bookings
- Cancellations within 14 days to arrival - a cancellation fee of 100% of the booking fee will apply
- Refunds are unavailable for cancellations made within 14 days prior of arrival date or due to; early departures, no shows, change of mind, inclement weather, or where clients are asked to leave the property for breaching property rules
- Management reserves the right to cancel or amend any bookings

Additional Fees and Charges

- Cleaning Fee – A minimum of \$160 will be charged if the Villa is left in an unsatisfactory condition upon departure (see **Your Responsibility** below)
- Early Arrival/Late Departure – subject to availability and pre-arrangement with management. Fees may apply (see **Check in and check out times** below)

Property Use

- Use of the Property is for short term holiday stays
- Any other proposed use of the Property, such as for an event or commercial purpose will require prior written approval
- Maximum 4 adults per 2 bedroom villa and maximum 2 adults per 1 bedroom villa unless otherwise arranged
- 1 car space is allocated per villa booked. Additional vehicles must be parked in allocated visitor parking or outside the Property
- Unaccompanied minors will not be accepted as guests. All guests under the age of 18 must be accompanied by a responsible adult such as a parent, step-parent, guardian or other adult who has parental rights and responsibilities for the under 18-year-old guest/s
- If a guest is found to be under the age of 18 and is not accompanied by a responsible adult, Willinga Park may immediately cancel the customer's reservation and the full reservation amount will be forfeited to Willinga Park

Check in and check out times

- Check in is from 3 pm. on the day of arrival
- Check out is before 11 am on the day of departure
- Check in and check out times must be adhered to unless otherwise stated or arranged prior with management
- Additional charges may apply for check in or check out, other than the times specified

Your responsibility

- You are responsible and liable for the actions of you and your guests at the Property, for the duration of the reservation
- You must ensure you and all your guests comply with these terms and conditions, as well as any additional conditions specified on notices provided
- You and your guests may be required to provide photo ID (including proof of age) to confirm your reservation. If you are requested to provide photo ID and you are unable or unwilling to do so, your reservation may be cancelled and no refund provided
- Interludes by Willinga Park accepts the reasonable use of the Property. We reserve the right to invoice or charge additional fees if the Property is damaged, left in an unreasonable or unsatisfactory condition, and/or Property items are broken or lost
- All damage to the Property will be charged to the client's credit card

No Smoking

- There is no smoking permitted in the accommodation or other buildings, including on Villa decks

Belongings

- Any monies, valuables, goods or vehicles that belong to you which are brought into the Property remain your responsibility
- Interludes by Willinga Park is not responsible for your money, valuables, goods or vehicles and will not replace damaged, lost or stolen items

Pets Policy

- Pets might be allowed for a small fee on request only

Termination by Willinga Park

- Interludes by Willinga Park may terminate the reservation and ask you and your guests to leave Interludes immediately if you or any guest or visitor at the Property during your stay:
 - breaches any law
 - breaches these terms and conditions
 - causes annoyance or nuisance to others in the vicinity of the Property; or
 - behaves unacceptably (including drunken or uncontrolled behaviour, offensive language, malicious or negligent use of facilities, theft or any other form of behaviour deemed inappropriate by Interludes by Willinga Park).
- No refund will be provided in these circumstances.

