

Terms and Conditions

Minimum stay lengths

Long Weekends and school holidays 3 night minimum stay Easter 4 Night Minimum stay Christmas and New Year 7 night minimum stay. All other times 2 nights

Arrival and Departure

Check in is from 2pm

We have an on site Manager but no Formal Reception.

You will receive a Text/email with access instructions 24 hours prior or on the day of Check in.

There is no office on site. Entry via the rear of the complex off Dawson Drive.

Checkout is by 10am.

We reserve the right to charge a late checkout fee if a Villa is not vacated by 10am.

Villa should be left clean and tidy and dishes done prior to departure. Additional cleaning and damages will be automatically debited from your nominated credit card

Pets

Villa 1 is the only pet friendly Villa to a maximum of 2 pets and we must be notified prior. Please supply your own bedding. Pets are allowed inside but not on the furniture. Please clean up after your pet. Excessive cleaning charges or damages will incur an extra fee that will be debited from your nominated credit card. Please note - PETS ARE NOT ALLOWED IN ANY OF THE OTHER VILLAS.

Payment Policy:

Payment

We require a 20% deposit for all bookings at time of booking

We require payment in full for bookings where check in is within 6 weeks.

We require payment in full for all discounted packages – special deals- at the time of booking.

We accept Visa and MasterCard.

Online transfer is accepted upon request but a credit card number is required for security deposit

Cancellation Policy:

Cancellation Policy

Cancellations made 28 days prior to arrival are entitled to a full refund less a \$50 administration fees. Cancellations made less than 28 days prior to arrival are liable for the full price of booking.

Refunds are only able to be made if we are able to rebook the reserved dates less a \$50

administration fee. If you have booked on a 3rd party booking site you are bound by their terms and conditions and you should contact them directly regarding any changes.

Change of Date

We will accommodate a change of date if possible but changes less than 30 days from arrival will be considered a cancellation unless we are able to rebook your reserved dates. In this case our cancellation policy applies.