

TERMS + CONDITIONS

Wollombi Tennis Retreat

TERMS AND CONDITIONS OF TENNIS COACHING

a) Cancellation if caused by the client:

When guests book with us we have adopted a COVID-19 policy where we will refund 100% of deposits/payments made if the State or Federal Government imposes a no travel or holiday ban. If you change your mind however we have the following cancellation policy;

Cancellation prior to 30 days before check-in will forfeit 20% deposit but will not be obliged to pay remaining balance. If cancelled less than 30 days before check-in, will forfeit 100% of the rate paid if your booking can not be filled. Every effort will be made to re-book your spot. If it can be re-booked 100% will be refunded.

b) Wet weather:

In the event of poor weather, there are a few different options to consider.

Our courts drain very well and are usually playable 1-2 hours after heavy rain stops.

If rain is expected for your entire retreat we will suggest alternative activities like indoor sports, wine tastings, local attractions etc.

During periods of severe weather conditions (heavy rain, high winds, storms etc), we reserve the right to cancel your booking and reschedule or refund. If conditions are not expected to be too severe we will proceed with the retreat. Credits or refunds do not apply should weather impact your retreat whilst you are on the retreat.

c) Injury & Insurance:

Our coach, David Falconer has Public & Products Liability (incl professional indemnity) and Personal Accident Insurance.

Wollombi Tennis Courts Have \$ 30 million public liability insurance provided by Sportscover Australia Pty Ltd under an authority from Lloyd's as part of their Tennis NSW membership.

TERMS AND CONDITIONS OF ACCOMMODATION

a) Cancellation if caused by the client:

When guests book with us we have adopted a COVID-19 policy where we will refund 100% of deposits/payments made if the State or Federal Government imposes a no travel or holiday ban. If you change your mind however we have the following cancellation policy;

Cancellation prior to 30 days before check-in will forfeit 20% deposit but will not be obliged to pay remaining balance. If cancelled less than 30 days before check-in, will forfeit 100% of the rate paid if your booking can not be filled. Every effort will be made to re-book your spot. If it can be re-booked 100% will be refunded.

b) There are no parties, no buck's weekends nor any other types of functions held at this property unless previously arranged.

c) Each guest is expected to behave in a manner which is conducive to safety, comfort and conveniences of other guests within the property and surrounding properties.

d) Disturbance of neighbours- our immediate neighbours have our contact details, and excessive noise is prohibited and will result in termination of rental and loss of bond. Our neighbours are reasonable people who have the right to a peaceful night's sleep at all times. They will call me directly if they are disturbed by nuisance noise or offensive behaviour.

e) A breach of house rules includes: any extra people on the premises at any time, noisy, offensive and/or unruly behaviour. Damage to or destruction of property: improper or unseemly conduct; any act or omission which, in the opinion of the owner, adversely affects or brings discredit upon the owner or other guests.

f) The property is let for only the number of persons specified and agreed in email correspondence. These particular individuals are referred to as guests. Failure to declare additional guests may result in additional charges for each night of your stay and may cause forfeiture of your bond.

g) It is a requirement that you leave the property in a clean condition, similar to that in which it was found. Your rental includes a general clean. Excess charges will apply if you leave a mess. You are responsible for the cost of stain removals for walls, carpets and upholstery, such as beer, wine, food and muddy feet or excess cleaning required for the kitchen.

h) All kitchen items must be put back where they belong, please make sure the dishwasher is put on and no dirty dishes left behind on your departure day. Please also make sure that ALL items you have washed up or taken out of the dishwasher and put away are CLEAN or a surcharge of \$80 will be incurred.

i) Please DO NOT re-arrange kitchen items.

j) The Pool, Tennis Table Room and outside area need to be left clean with all rubbish removed. An extra charge of \$50 will be incurred if extra cleaning is required.

k) Damage, breakages, theft and loss are the tenant's responsibility during the stay, and if noted on inspection by our cleaners will be charged against your bond. We do understand however that there is general wear and tear and accidental damages like broken glasses and a broken plate.

l) This is a NON Smoking residence. Smoking is not permitted indoors. Do not smoke inside any of the residence. A surcharge of \$350 for smoke removal will be charged if smoke is detected; if you wish to smoke please do so outside away from the residences. Please be a courteous smoker and ensure the wind does not blow it inside. Do not leave cigarette butts in the gardens or planters or within the residence under any circumstances. Please dispose of any butts left in the ashtrays. A surcharge of \$100 will be incurred if not done so. We are in a high-risk bushfire zone so please do not flick your butts.

m) Pets are not allowed on the premises under any circumstances.

n) The owners do not accept or take any responsibility for your guest's personal property. Please ensure you have taken out appropriate coverage as required.

o) Items left behind by guests can be sent to the primary guest address. A handling fee of \$25 plus costs for shipping will be deducted from the credit card provided on the guest registration form.

p) The primary guest acknowledges having read and understood the terms and conditions and acknowledges receipt of a copy of the terms and conditions and by email and agrees to be bound by them and be responsible for compliance with the terms and conditions by other occupants of the premises.

q) Check out time is strictly enforced unless prior arrangement. Breaches of this condition will result in an automatic cost of \$60 per hour or part there of being charged to the registered primary guest credit card.

r) Any losses of keys must be reported as soon as possible. A surcharge of \$150 will be incurred.

s) Please ensure no glassware is to be taken into the swimming pool area and that children are supervised at all times. If glassware is found in the swimming pool area a removal surcharge of \$100 will be incurred.

t) If the BBQ is used please ensure that is cleaned before you leave. If we need to clean the BBQ a \$50 charge will be deducted from the security deposit.

u) No fireworks are to be lit on the property under any circumstances. If there is evidence of fireworks we will withhold the refundable deposit.

v) If there are any damages to linen or towels, best efforts will be done by us to repair or clean them. Failing this, a small charge will be incurred if we cannot clean/repair the items to a satisfactory state.

w) When any guest enters the property, they shall be deemed to have agreed to be bound by these conditions.

x) Wollombi Brook Family Farm Stay adheres to the Code of Conduct for the Short-term Rental Accommodation Industry and a copy of this code can be found in the premises.

DISCLAIMER

I/We hereby acknowledge and agree that the Property Owner will not be held responsible nor liable for:

- Any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused whilst I/we are in occupancy of the accommodation due to my/our failure to comply with the Term and Conditions or House Rules;
- Any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused due to negligence on my/our /their part.
- Any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused as a result of insects or wildlife in or around the accommodation site. All occupants are to take specific care at all time and requested not to approach any wildlife under any circumstances.
- Any noise, disturbance or inconvenience caused as a result of renovation/building/road works being carried out in or near the vicinity of the accommodation.