

# Reservations for Marple Lodge

## Terms and Conditions

### Introduction

We are a small family operated business dedicated to making sure that all your expectations of your stay at Marple Lodge are fully met or exceeded.

We have provided information about everything that we offer on our website so that you can make an informed decision about staying with us. We urge you, should you have additional questions, before you make a reservation, [to email us](#) or phone (+61 2 6334 2826). This is to ensure that when you make a booking to stay with us you can enjoy yourself in our unique and beautiful part of the world.

These terms and conditions are designed to make it quite clear, when you do book accommodation with us, the responsibilities we both have. We provide a great level of accommodation in a wonderful environment and we want you to fully understand the nature of your commitment particularly concerning cancellations.

So ... do please read the following material carefully and be sure of your travel or holiday needs prior to making your deposit.

### Deposits

Accommodation can be reserved by paying a deposit or by payment in full. In either case the booking is confirmed as soon as the payment is recorded or your cheque is banked and debited to your account.

The minimum deposit is the equivalent in Australian Dollars of twenty five percent (25%) of your total accommodation costs. This deposit is normally non-refundable. Depending on the circumstances of your cancellation request, however, the deposit may, at our sole discretion, be transferred to another time or refunded in part or in full.

### Payment

Payments may be made by Electronic Funds Transfer (EFT), via our website using PayPal, cheque or money order. Please note that a booking cannot be confirmed until the funds are deposited to our account through electronic transfer or your cheque is cleared

**Your final payment may be made at any time and in any event no later than the day of your arrival.**

Payment for "extras", breakages, or "third party" expenditure by us on your behalf during your stay is expected to be made by cash prior to departure.

### Refunds

If a cancellation is received more that one month prior to the commencement of your stay we will refund all monies paid.

## **Reservations for Marple Lodge**

If a cancellation is received within one month of your arrival, there will be no refund unless we are able to re-let the accommodation, in which case an administration fee of \$40 will be retained by us.

If you cancel by default - without notice - all monies paid by you will be retained by us.

If, without prior notice, you spend less time with us than you booked, either because you arrive after the scheduled date of your stay or you leave early, the full cost of the entire stay is payable.

### **Check-In & Check-Out**

Check-in time is normally 2 pm though an earlier time may be arranged depending on the level of bookings at the time. Similarly check-out time is 11 am with a later time possible by agreement. A half-day rate is available by negotiation if you choose to stay beyond noon and the room is not required that evening.

### **Smoking**

Marple Lodge is "non-smoking". Smoking is however permitted on the grounds. We do ask that all butts are picked up and disposed of responsibly. Ash-trays are available, so please ask for them. Many fires are started by careless disposal of cigarettes so please be especially careful in summer.

### **Footwear**

At our own place we always have two pairs of shoes, one for inside and one for outside. We would greatly appreciate your use of the same system.

### **Minimum Booking Periods**

At weekend we require a minimum booking of two nights. At key holiday periods during the year a minimum booking period applies. This minimum period varies depending on the nature of the holiday period itself. For example, there is a minimum three-evening booking required at Easter and at all other long or holiday weekends.

### **Accidental Damage and Breakage**

We understand that accidental breakages (glassware, crockery etc) do happen. Damage to furnishings and fittings may well be something else and we reserve the right to charge guests with the costs of replacement, repair or otherwise bringing furnishings and fittings back to the extremely high standard we have set. Indeed it is a condition of occupancy of Marple Lodge, that guests both report any breakages and/or damage to furnishings and fittings on departure and that they "make good" those items that would leave the cottage at a lesser standard than when they arrived.

# **Reservations for Marple Lodge**

## **Children**

Children are welcome at Marple Lodge, though we do expect parents to ensure that their children look after the cottage in a way that leaves it in as good a shape after the visit as when they arrived.

In the interests of the safety of children staying with us and their enjoyment of the facilities we provide, it is important that parents know that we regard it as their full responsibility to ensure that any child is personally and directly supervised, and that children of all ages are the direct responsibility of the parents in their use and enjoyment of the properties; this will involve a close following of any instructions provided by Katy at the time of their visit.

## **Bed Linen and other Items**

The cottage comes fully equipped and all that guests need to bring with them is their clothes and something to eat for lunch and dinner. Unfortunately we have no cot or linen for same so people will need to bring their own cot linen and other cot bedding items. There is a washing machine and dryer available for your use.

## **Pets**

Sorry, no pets are allowed at Marple Lodge

## **Other**

Our house has a rural aspect and may have extra Australian natives and introduced wildlife that one may not see in the city. These include but are not limited to kangaroos, wallabies, wombats, possums and snakes.