



*'Booking' indicates the period for which you have paid to stay at the Property. 'Property' refers to Cornwall House Accommodation and all its fixtures, fittings and equipment. 'Management' refers to the owners and managers of the Property. 'Guests' are/is the person(s) staying in the Property during the Booking period. 'Visitor' refers to a person a Guest permits to visit the Property during the Booking.*

**ACCEPTANCE & RESPONSIBILITY:** Payment of the booking constitutes acceptance of these Terms and Conditions. The Person booking and/or paying for the room is financially liable for all damages and additional cleaning charges for guests and their visitors.

**CHECK IN/OUT:** Check- in is from 2pm each day and we offer a contactless check-in system so that guests can arrive after the office closes. This will happen automatically so you are not required to inform Management if you are arriving after the office closes. If you wish to check in prior to 2pm you must notify Management and early check ins are only possible subject to availability. Keys are collected from a key box by the office door. Instructions are clear at the point of collection.

Office hours are 9am-3pm Weekdays and 9am-2pm Weekends. There is an afterhours number at the office door.

Check-out time is 10am. Late checkout can be arranged if the room has not already been booked for another guest. If a guest does not vacate the room at the normal checkout time and has not made prior arrangements for a late checkout rendering the room unavailable for another guest, management reserves the right to charge the guest for an extra night.

**RATE AND NUMBER OF GUESTS:** Rate is stated in AUD and number of guests is restricted to the sleeping capacity indicated for each room. Exceeding the number of guests in the Property will incur \$50 AUD per additional guest, per night and all guests staying at the Property must be reported to Cornwall House Accommodation.

**PAYMENT:** All rooms must be paid in full at time of booking and bookings are not confirmed until they are paid in full. Payments of the amount due must be received in AUD, net of any bank or other transaction charges.

We accept payment by the following methods: Mastercard, Visa, & Bank Transfer (by arrangement). AMEX is available for guests who book through our website.

Cheques are not accepted

**CANCELLATION POLICY:** Guests can receive a full refund or credit note with 48hrs notice less any associated fees & charges. Guests can receive a credit note with 24hrs notice. No refund or credit note is available if guests cancel with less than 24hrs notice.

**GUEST RESPONSIBILITIES & DAMAGES:** Guests are responsible for damage, breakages, theft and loss of/to property. Any damage, loss or expense incurred, will be charged against the credit card supplied at Registration. Examples of this include but are not limited to: Breakage (fixtures, electronics, appliances, glassware, et al.); Apartment damage; Decor or Linen damage; Failure to leave Property neat & tidy as given and free of rubbish; Rearrangement of furniture or décor; Extra guests beyond those declared; Missing remote controls or electrical equipment due to loss, theft or damage; Loss of key; Theft of reusable amenity dispensers/containers.

Cigarette, vaping, pipe or cigar use in the rooms is not permitted. Extra cleaning charges may apply to guests who are found smoking in their rooms. Smoking/Vaping on the verandas is only permitted if it does not disturb other guests.

Pets, animals or reptiles are not allowed at the Property at any time under any circumstances.

Cooking is not permitted in rooms except for use of the microwave and toaster provided. There is a well-equipped Camp Kitchen on site.

Rooms must be left in a clean and tidy condition

Rooms should be vacated on time

Any loss or damage to property should be reported

Any incident must be reported to Management as soon as possible

Respect other tenants and guests. Cornwall House Accommodation is located in a residential area and guests are asked to be considerate to our neighbours, staff and other guests, while occupying, entering or leaving the premises. Guests are not permitted to hold parties or functions or play loud music in their rooms, on the verandas, or in the car park.

Management reserves the right to evict any guests who are causing a disturbance or acting in an inappropriate and/or threatening manner. Management will not tolerate rude or aggressive behaviour and will not hesitate to call Security and/or Police if necessary. No refund will be given to evicted guests.

**UNAVAILABILITY:** If the Property becomes unavailable for your occupancy due to unforeseen circumstances (e.g., fire, storm, damage, etc), Management will inform you immediately and refund your payment. Management will endeavour to obtain suitable alternative accommodation for your occupancy however this may not always be possible.

**ROOM SERVICES:** All rooms will be serviced daily which includes making of the bed but excludes a linen change. Towels will be replaced only if they are left on the floor for cleaning staff to collect. If a guest requires their sheets to be changed this can be done for an extra charge. All rooms receive a full service at the end of each stay or if a guest stays longer than 7 nights. Any extra cleaning required above and beyond normal cleaning services will be subject to extra charges.