



## TERMS AND CONDITIONS FOR CANCELLATIONS AFFECTED BY COVID19 & GOVERNMENT TRAVEL RESTRICTIONS

Guests are responsible for ensuring they are adhering to any travel restrictions or legislation in place relating to COVID19. Should your stay be affected by government-imposed travel restrictions as a result of COVID19, we are offering a **full credit valid for 12 months** from original date of arrival. For those wishing to cancel their travel plans entirely due to travel restrictions imposed by COVID19, please refer to our standard terms and conditions.

COVID19 CREDIT NOTES: For all change of date and postponed stays, bookings are subject to the rates at time of new bookings i.e. if guests are moving dates from a low season to a high season, guests will be required to pay the difference at the time of moving their booking to secure new dates. However, if guests are moving their dates from a high season to a low season, any unused credit may be used towards extending the number of nights. Any small credit under the value of an additional nightly stays will be refunded.

## STANDARD TERMS AND CONDITIONS

### Guests

- The person making the booking must stay in the property and will be held responsible for the conduct of all guests and any damage to the property. The maximum number of guests allowed is per the **Guest Registration form**.
- The property is leased to the nominated person for holiday letting purposes only, for the period stated and the number of persons nominated on the Guest Registration form.
- To make a reservation you must be over twenty-five (25) years of age, complete the Guest Registration form and return a signed copy of these Terms and Conditions. Reservations for schoolies will not be accepted.

### Length of Stay

- There is a standard two night minimum stay, except for in peak periods (such as Christmas, New Year and Easter) when there is a seven-night minimum.

### Group Bookings

- We accept group bookings. Guests who book both Lou and Lewie's will have full use of the property.

### Children

- We welcome children of all ages to our property. A complimentary highchair can be supplied for children under the age of 2 years and plastic plates, cups and kids' spoons are provided, however guests must bring their own travel cot and sheets.
- Steps and balconies need to be taken into consideration before booking (particularly for the upper level). Please note, there are no baby gates or stair barriers, and supervision is the responsibility of parents & guardians.

### **Arrival & departure times**

- Check in is from 3:00pm and check out by 10:00am.
- When possible, we will consider requests for extended check-in and check-out times.
- An additional charge of \$100/hour will be incurred for late check-outs.

### **Payment policy**

- 50% is due at the time of booking to secure your dates. If payment is not received by the due date, we reserve the right to cancel the booking.
- Rates quoted are in Australian dollars and are subject to change at any time. Lou & Lewie's is not liable for and is not required to honour any pricing displayed that is quoted in error. A cancellation under these circumstances does not incur any cancellation fee.
- Rates are inclusive of GST where applicable. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking.
- Minimum length of stay restrictions apply to certain rates during special event periods.
- Preferred method of payment is Visa, MasterCard or Amex and a 1.5% surcharge applies for these card transactions.

### **Damage deposit**

- A credit card pre-authorisation of AUD\$750.00 (\$1000 for the entire house) will be taken on the day of your arrival and released 7 days after departure. Your credit card will only be debited in the event of damage to the property, equipment, breakages, any fines or if extra cleaning is required.
- Please note we will only process monies on your credit card if there is reported damage to the Property, or if the 'Terms and Conditions' are not adhered to.
- If you do not hold a credit card or cannot provide one, we cannot accept your booking.

### **Cancellation policy**

- 100% of paid prepayments will be refunded when cancelled 90 days before arrival or earlier.

50% of paid pre-payments will be refunded when cancelled 30 days before arrival or earlier (60 days before arrival or earlier for peak periods)

- 10% of paid pre-payments will be refunded when cancelled 10 days before arrival or earlier.

- 0% refunded if cancelled within 10 days of arrival.

• If we can completely rebook the reservation at the current tariff for the same period, we will refund you the monies paid, minus \$300 booking and credit card fee. If we need to offer a discount rate, we will refund you monies paid less the difference between the rates and a \$300 booking and credit card fee.

- In the event we must cancel your accommodation for circumstances beyond our control, a full refund will be made however we will not be held liable for any further costs incurred. We recommend travel insurance (even for domestic travel) to cover cancellations, travel delays and all other unforeseen incidents and accidents.

### **List of Costs for Damages**

- Lost key/ Call-out fee for Re-entry or Rekeying: A service fee applies if a set of duplicate keys are required by a Guest. Guests must not break into, or attempt to break into, the property when locked out. Keys should be returned as per instructions provided. Should the keys not be returned, the Guest will be liable for any charge incurred in gaining entry and/or replacing keys and changing locks if necessary.
- Linen: Where linen has been soiled or damaged such much that it is unusable - Cost to replace.
- Plumbing/electricity: Where it is determined that the Guest has caused a plumbing or electricity issue that requires a tradesperson - Invoice Cost.
- Call-out fee for tradesperson to fix an issue caused by the Guest: Where a tradesperson is called to the Property and the issue is deemed to be caused by a Guest, equipment owned by a Guest or because a Guest has not followed instructions - Invoice Cost.
- Steam Cleaning of carpets, furnishings, linens etc if evidence of pets in the Property (on furniture or in/on beds) or where the carpets, furnishings or linen within the Property has been soiled or damaged to the extent that may require extensive cleaning - Cost to steam clean/ cost of repair or replacement.
- Sports & Leisure Equipment: Any damage or loss to goods belonging to Lou and Lewie's will equate to the cost of repair or replacement.
- Credible noise complaint by neighbours or Police/Security called to the Property - \$500 per offence.

### **Cleaning**

- Lou and Lewie's is to be left clean and tidy on departure or an excess cleaning fee up to \$500 may apply. Kitchen rubbish needs to be placed in the outside bins, dishwasher emptied, and BBQ cleaned.
- Please report any existing damage to the property upon your arrival or any damage which occurs during your stay immediately, this can help avoid cleaning or replacement costs.

### **Movement between Apartments**

- Movement of furniture within or between the apartments or outside spaces is not allowed. All items of furniture (indoor or outdoor) are exclusive to that apartment.
- In the case of a Group Booking, if you move items between apartments (ie. furniture, plates, cups, cushions, linen, utensils etc.) you may incur an inventory check fee of up to \$250.

## Noise

- We don't want holiday letting and noise to be an issue in Sawtell. Lou and Lewie's is surrounded by other holiday rentals and permanent residents. All noise is to be kept indoors after 10pm and prior to 8am. Please be considerate.
- Behaviour exhibited by you and/or other Guests that is disrespectful of and disruptive to our neighbours or the community, or which prompts complaints from the police, local council or neighbours shall not be tolerated and may result in a fine or eviction.

## Miscellaneous

- Strictly no smoking: where there is evidence of smoking within the Property or within the grounds, an additional cleaning fee will be deducted from your credit card.
- Internet Usage: access to the Internet is provided free of charge and as a convenience for our guests, it is not provided for high-volume data transfers. If your use of this service is deemed excessive, you will be held liable for all charges in excess of what is deemed reasonable.
- Animals are not allowed on the property or inside the house: additional cleaning charges up to \$500 will apply if this condition is breached.
- The owner's insurance does not cover tenant's personal possessions. No responsibility is taken for these.
- The owner cannot be held responsible for any injury sustained to any guest or persons whilst using any of the beach equipment supplied for use. This includes items such as surfboards, boogie boards, yoga equipment, beach umbrellas and miscellaneous beach toys.
- Reviews and social media: please do tag **@louandlewiesatsawtell** when posting images of your stay at the property and unless you expressly object, we may repost your images on our accounts.

Congrats, you made it!

**I have read, understand, and hereby agree to the term and conditions.**

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Please **print your name, sign and date** and return to [hello@louandlewies.com.au](mailto:hello@louandlewies.com.au)

If you need any further information about the property or facilities, take a look at our **FAQs** or contact us at [hello@louandlewies.com.au](mailto:hello@louandlewies.com.au).