

SMALL PRINT

STANDARD TERMS AND CONDITIONS OF TEMPORARY HOLIDAY ACCOMODATION

THE CONTRACT BETWEEN THE CABIN LORNE AND YOU (THE GUEST)

This contract is made with you (the person who wishes to stay at the Property for a holiday with Us (the Cabin Lorne). The owners (Maria Bortolotto and Donald Bennett) and its managers and his or her Nominee.

Bookings can be made: -

Directly with The Cabin Lorne

HomeAway - VBRO

All bookings are subject to the following terms and conditions.

Please make sure you have good travel insurance to cover any incidentals.

All fees are in Australian Dollars.

Terms and conditions of booking

Standard booking

Seven night minimum

Cleaning fee included

Service Fee

Booking fee

100% payment at the time of booking.

Additional callout fees may apply (\$45/HOUR) - Whats app is available for any vidoe calls.

Variations to our Standard bookings are Public holidays and long weekends and seasonal rates (see below for times and rates).

Good housekeeping policy - Damage policy

Damage and security deposit:

A damage fee of up to \$5000.00 may be charged to the guest if the Good Housekeeping and damage policy is not adhered to.

Good housekeeping insurance policy.

Please treat The Cabin Lorne as you would your own home and leave it neat and tidy on departure.

- Wash any dirty dishes and cutlery – empty dishwasher
- Empty fridge – clean fridge
- Remove all rubbish (see below for details)
- Wipe all kitchen surfaces with a soft cloth
- Clean stove and oven– use only soft cloth, do not scratch stainless steel
- Clean BBQ – use only soft cloth, if you feel you cannot clean the BBQ we will provide this at \$45.00 per hour

Cleaning materials are provided.

Linen and towels are provided for the number of guests 2

Extra sets of linen and towels can be supplied at \$35.00 per person per full set.

2 bath towels, 2 towels, 2 face washers, 2 kitchen serviettes, bath mat

Failure to comply with good housekeeping may result in extra cleaning charges at \$45.00 per hour.

We ask that you leave our Cabin as you found it with love, affection and care.

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Payment:-

Payment must be made via credit card with the relevant Merchant –
Booking direct, with the Property - Your credit card statement will show The Cabin Lorne as the Merchant, and you agree to our Terms and Conditions.
We accept Visa and Mastercard (surcharges may apply)
Payments are made via a secure online facility.

Variations to bookings may only be made via prior arrangement.

Details of the Property

The Cabin Lorne is a locally operated holiday accommodation provider in Lorne, Victoria, Australia

Located: 5 Seascope Court Lorne, Victoria Australia
Guests 2

What we provide:-

The entire cabin to yourself and the surrounding top part of the garden.

Walking through the bottom area of the garden is dangerous as the land is steep and not even.

Linen - Bathroom towels, bedlinen, extra luxury pillows, king doona, throws, coverlet, kitchen serviettes.

Soaps

Shampoo – conditioner – mist spray, hand soaps.

Kitchen dishwashing liquid – dishwasher detergent – cleaning products

Pantry Essentials

Salt, pepper, Extra Virgin Olive oil, tea, coffee, sugar, coconut sugar

Fresh herbs can be picked from the garden

Seasonal fruits available in garden

Kitchen equipment - Gas hob, oven, fridge freezer, toaster, rice cooker, stainless steel pots and pans

Utensils - Glassware, plates crockery, cutlery, serving and cooking utensils

Outdoor - BBQ and fridge (if required)

Dining - Table and chairs for 4 inside

Table for 6 outside

Gas, electricity, hot and cold tank water

Airconditioning

And much more:-

Minimum Night Bookings

rates are available on our booking site www.thecabinlorne.com/booking

Standard bookings – 7 night minimum applies all year round – any other bookings via request only.

Exceptions:-

Seasonal and Public holidays and long weekends, 7 days apply

December minimum 7 nights

January minimum 14 nights

February minimum 7 nights

Check-in – 2pm

Check-out - 10am

Rates

5 Seascope Court Lorne Victoria Australia 3232

contact@thecabinlorne.com

www.thecabinlorne.com

Follow us on Facebook and Instagram @thecabinlorne

E&OE

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Seasonal rates may apply
Rates are subject to change without notice.
We will inform you if pricing has changed.

LIMITED LIABILITY

The liability of the owners shall be limited to the amount of any rentals and deposits paid. In no event shall the owners or its nominees be liable for consequential damages.

COMPLAINTS

Please do not wait until you depart if you have any concerns. We prefer that you phone us or our property manager immediately so that any such matters can be quickly resolved.

From time to time unforeseen issues may arise, that are out of our control, machinery breakdown, gas or electrical faults, damages not due to your fault so please contact the property manager immediately.

We are proactive and will attend quickly.

Communicate in writing:- via email

contact@thecabinlorne.com

Variation to these conditions may only be made by prior arrangements with the owner in writing and full payment applies prior to delivery.

The farm is mature and requires specialist gardeners who are active on the property.

We will advise you when our gardeners are on site or scheduled to visit.

Seasonal fruits and herbs grown on the property you are welcome to pick them.

Report any damages or breakages you will be responsible for compensation or replacement.

We ask that you leave the cabin as you found it with love, affection and care.

Disturbance

To our neighbours, including excessive noise, is prohibited and may result in instant eviction and no refund.

House rules:-

Check-in: 2pm – 9pm

Check-out: 10am

Self check-in with key safe

Not suitable for children and infants

Not suitable for the elderly unless fit and agile

No smoking

No pets

No parties

Report damages

Do not feed the parrots as you interfere with the feeding habit of the native bird and animal life.

Health and safety

Surfaces sanitised

Use approved products with 70% alcohol

Thoroughly cleaned

Wear a mask and gloves and avoid cross-contamination

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Washing of all linen to a high degree

Comply with all local laws including any additional safety or cleaning guidelines

During the Covid-19 pandemic, our manager and guests must review and follow social distancing and other prevailing Covid-19 guidelines.

Smoke alarm

Cancellation Policy:-

Holidaymakers who cancel 60 days before check-in or more days will get a full refund.

Holidaymakers who cancel 30 days before check-in will get a 50% refund of the amount they have paid.

If they cancel between undefined and undefined days before check-in, they'll get back undefined%.

Otherwise they won't get a refund.

Lost Property - Is held for a period of one month. It is the responsibility of the guest to contact the Cabin Lorne management to claim lost property.

Any food left behind will be removed immediately.

On request, the lost property will be returned at the guest cost plus service fee or \$20.00.

Australia post, courier pick-up and delivery.

Your payment is required up front or you can organise your own pick-up and delivery.

Property Representations – We at the Cabin Lorne have done our best to assure that the descriptions and photographs on our website are an accurate representation of the accommodation as of the time we inspected it. However, at times we are working with many trades people, it is not always possible for our website to immediately reflect all changes and upgrades to the accommodation. However, The Cabin Lorne cannot be held responsible for any such discrepancies.

Disclaimer:

The owner of the property is not liable for loss to you of any personal belongings while you are in the property. You are strongly advised to arrange comprehensive travel insurance to include cancellation insurance and personal belongings insurance, Government shutdowns (pandemic), bushfire cover, since these items are not covered by the owners' insurance. The owners shall not be liable to the client: *for any temporary defect or stoppage in the supply of public services to the property for reasons beyond our control. *for any loss, damage or injury which is the result of adverse weather conditions, riots, strikes or other matters beyond our control.

Number of Guests: will not exceed the number of two, stated on the Confirmation notice or subsequently agreed in writing or email. Immediate eviction will apply, and a fee will apply.

Parties and functions:

Are strictly prohibited. No smoked allowed. The price charged is for domestic use only and not commercial. Accordingly, this rate does not allow for the extra wear associated with functions in the terms of our booking policy and cleaning, rubbish removal, wear and tear and repairs etc. Use contrary to this may result in loss of your bond and further charges for breach of contract. And/or additional payment to the credit card supplied at the time of booking. If the cover of the BBQ is not replaced or the BBQ is not cleaned there will be a further cleaning fee of \$250.00

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Commerical agreements: via prior arrangement

Any commercial agreement will be directly with the owner and prepayment and conditions will apply. You will be responsible for all insurances, public liability and all damages, to the cabin its out-buildings and garden and full replacement value.

Photography if the property is photographed without owner permission you will be charged at a commercial rate.

Damages, Breakages:- theft and loss are the tenants' responsibility during their stay. The cost of making good any damage or loss to the property (other than normal wear and tear), or contents, will be charged to your credit card provided without notice. Please take your rubbish with you including bottles, garbage and any paper products. Please read our manual for details.

Departure:- the property should be left in a similar state to its condition on arrival. All dishes and equipment washed and put away. Check in at 2pm and check out at 10am by the latest.

Cancellation Policy:-

If cancellation is caused by the guest your deposit or full payment will be forfeited and monies paid is not refundable.

Unless the property is re-let for the entire period. We strongly advise you to ensure you have top adequate travel insurance in place to cover any unforeseen cancellations.

The Cabin properties nominee or owner will make every effort to ensure the property is available as booked. However, the Cabin Lorne and its manager or the owners reserve the right to make alterations to bookings due to unforeseen circumstances. If the booking is cancelled with 48 hours from the date and time you paid for the booking your payment will be refunded.

BUSH FIRE POLICY – UNFORESEEN CIRCUMSTANCES.

Please make sure you have taken out your travel insurance, as we cannot predict these days, it is imperative you are insured during bushfire season.

Due to State Law Fire restrictions, the Cabin Lorne will be unable to accommodate confirmed guests on days of EXTREME CODE RATINGS. Guests will be evacuated on EXTREME CODE RATED DAYS.

Every effort will be made to contact you.

Guests prior to arrival on these days to reschedule your booking.

We suggest you take out travel insurance to cover these unforeseen circumstances.

Due to the area restrictions, we will be unable to find alternative accommodation in this region.

To maintain all good standards for our guests we require these terms and conditions and policy to be complied with.

We appreciate most will respect our property, but the occasional abuse requires that we state the conditions above.

Once you have paid for your accommodation via our website you have agreed to the terms and conditions stated in this document.

The Cabin Lorne and its Owners and Nominees.