

## **SOUTHERN LAKES HOLIDAYS TERMS & CONDITIONS**

### **RENTAL**

Bookings are made on behalf of the owner of the property at the prices stated in the guests booking confirmation or quotation. A 'from' price is indicated on the website which is the lowest rate applicable for each particular property. All bookings are on request, and are subject to availability.

### **WHERE AND HOW TO BOOK**

The guest makes his/her booking through the website, using the Booking Form which can be found under **BOOKING FORM** on the website. You will also find the booking process outlined on this particular web page.

### **PAYMENTS**

As soon as the guest receives confirmation of his/her booking, he/she must pay a deposit equal to a 2 night stay at the chosen property. The remaining balance must be paid 6 weeks prior to the start of the rental period.

For bookings made less than 6 weeks prior to the start of the rental period, the guest must immediately pay the total amount of the rental price.

### **MINIMUM RENTAL PERIOD**

The minimum rental period is 2 nights, and the rental prices advertised are per property per night.

### **GOODS AND SERVICES TAX**

Goods and Services tax (GST) is payable on part of the total holiday cost and is set out on the Southern Lakes Holidays confirmation invoice. All prices advertised on the website **include** GST.

### **SECURITY DEPOSIT**

A security deposit of \$500 is payable before arrival at the chosen property. The guest is responsible for any losses or damages caused to the property or its contents during the holiday. The security deposit will be refunded at the end of the holiday as long as no damage has been caused to the property.

In the event of any damages or losses caused to the property, Southern Lakes Holidays reserves the right to charge the guest the relative amount.

### **ARRIVAL AND DEPARTURE**

The property that you have booked will be ready for your arrival at 3pm, and must be vacated by 11am, unless an alternative arrangement has been made and confirmed between the guest & Southern Lakes Holidays. If you require an earlier arrival time or a later departure, please advise Southern Lakes Holidays at time of booking.

### **NUMBER OF PERSONS & CHILD FACILITIES**

The number of persons (adults and children) must not exceed the number of sleeping places indicated in the property description except, in the case of infants (up to 2 years old).

Portacots & bassinets are not supplied (unless otherwise indicated in property description), however can be provided at an extra charge if requested at time of booking. Highchairs can also be hired on a per day basis if requested at time of booking.

### **CLEANING**

When departing your holiday accommodation, it must be left in a reasonably tidy condition. If you have booked accommodation for more than 5 nights, you are able to request, at an additional cost, a cleaning service & linen change mid way through your holiday rental.

**PETS**

Pets are not allowed at any of the properties listed on this website.

**VEHICLE & BELONGINGS**

Southern Lakes Holidays does not accept responsibility for any loss or damage to any car, its contents, or any baggage or personal belongings.

**CANCELLATION & AMENDMENT CHARGES**

Once the booking is confirmed and deposit received by Southern Lakes Holidays, any amendments to the booking will incur a \$30 + GST amendment fee.

Southern Lakes Holidays recommends that guests take out an appropriate cancellation travel insurance.

The cancellation policy is as follows:

- Cancellation outside 6 weeks (prior to the date of arrival): Loss of deposit
- Cancellation inside 6 weeks (prior to the date of arrival): Payment of total rental price i.e no refund
- No show: Total rental price i.e no refund

***Important information for all guests:***

As you are aware, the properties that Southern Lakes Holidays offer are private houses or lodges. Therefore, they do not have standards or categories attached to them that are internationally recognised, indeed they reflect, in their architecture and furnishings, the personal taste of the owner.

This is precisely the kind of holiday that Southern Lakes Holidays offers: the chance to partake in the culture of the area chosen, living for a few nights or a few weeks in the same surroundings as a local of the area would. Southern Lakes Holidays does however inspect all properties on a regular basis to make sure they adhere to an excellent standard.