

THE GREENHOUSE RETREAT - GUEST TERMS AND CONDITIONS

INTRODUCTION

The Green House Retreat ('GHR') lets properties on a short-term basis on behalf of registered proprietors. GHR is bound by the *Code of Conduct for the Short-term Rental Accommodation Industry* ('The Code'). A copy of the Code will be supplied to you with your receipt and is also provided on our website. All guests are required to comply with the Code.

BINDING AGREEMENT

By booking a GHR Retreat, you agree to be bound by these terms and conditions.

REGISTRATION

GHR reserves the right not to honour a booking where you have not completed or provided accurate information to register you as a guest. To be registered as a guest, you must provide the following:

1. Your full name
2. One form of photo ID;
3. A postal address; and
4. A credit or debit card.

BOOKING FEE

You must pay a booking fee of \$50 for each booking. This fee is non-refundable.

ACCOMMODATION FEE

GHR engages in dynamic accommodation pricing for all Retreats. Your accommodation fee is the fee that is shown on your booking receipt.

To secure your booking, the accommodation fee must be paid in two instalments as follows:

1. Deposit of 50% must be paid upon registration; and
2. The balance of the accommodation fee must be paid 30 days prior to the date of the booking.

Your booking is not secured until you pay the deposit of 50%. GHR reserves the right to re-book the retreat if this payment is not received at the time of the booking.

If the balance is not received on time, GHR reserves the right to cancel your booking and refund your deposit.

REFUND POLICY

The GHR refund policy is as follows:

1. Where you cancel your booking prior to 14 days before your booking, GHR will refund all accommodation fees;
2. Where you cancel your booking later than 14 days but earlier than 7 days prior to your booking, all accommodation fees will be refunded except for 50% of the deposit;
3. NO refunds for cancellations less than 7 days on advance will be paid by GHR.
4. If you fail to honour your booking, GHR may refuse to refund your accommodation fee.

GUESTY

GHR offers other persons' properties for let. It is important to protect the assets of GHR clients by ensuring that bookings are taken out by reputable guests.

You consent to all checks undertaken by Guesty.

As part of your accommodation fee, you will pay a fee for Guesty insurance. This fee replaces the requirement for you to pay a security bond.

You must advise GHR immediately if any part of the property, furniture or other equipment is damaged. Failure to do so may void the Guesty insurance and makes you liable to pay for the damages.

OCCUPANCY

Every retreat has a strict occupancy limit. These limits are clearly established by the booking information. It is prohibited for any guest to invite more than the listed occupancy for each retreat. No additional guests will be allowed without the prior consent of GHR.

HOUSE RULES

1. Guests must not hold functions in a retreat. GHR are prohibited from hosting any kind of function or event.
2. Guests must ensure that there is No smoking inside the house, around the pool or on any decks.
3. Guests are prohibited from hosting parties or engaging in excessive noise between 10 PM and 7 AM.
4. Where the retreat has a swimming pool, it cannot be used between 10 PM and 7 AM.
5. No under 25-year-old groups will be permitted unless supervised by a person over 25 years of age.
6. It is a requirement of the Code that all guests respect the neighbours.
7. The BBQ must be cleaned after each use.
8. All dirty dishes must be placed in the dishwasher before checking out.

9. Furniture must be left as you accepted possession.
10. The property must be returned to GHR in the same condition as you accepted possession.
11. Pets are not permitted unless approval is given by GHR. There can be no more than 2 pets permitted on the premises.
12. Guest promise to respect all furniture and chattels in the retreat.

CONSEQUENCES OF FAILING TO COMPLY WITH HOUSE RULES

Under the Code, Agents are required to report breaches of the Code. This may result in guest being black-banned for 5 years.

The Agent may at any time require you to vacate the premises.

CHECK-OUT

Check-in time is 2 PM on the day of arrival and the room must be vacated by 10 AM on the day of departure.

An additional fee may be charged if you do not check out by 10 AM.

Early arrivals and Late check outs are at the discretion of GHR and must be requested at the time of booking.

ADDITIONAL FEES

1. You will be required to pay an additional fee for cleaning and linen which will vary per property.
2. A fee of \$40.00 is payable for any key that is lost or not returned by you.
3. A fee of \$100 per pet is payable if approval for a pet is given.
4. A fee of \$300 will be charged for the removal of excess rubbish.
5. Where dirty dishes are not placed within the dishwasher, the property is left in a filthy condition or sheets are unduly stained, a fee of \$50 per hour will be charged.

Where the guests have damaged any furniture or other chattels, the guests will pay to replace the damaged goods.

GHR ensures that all electronic equipment is operating in good working order. Where you identify that something is not working effectively, you should inform GHR immediately.

Where you damage any piece of electronic equipment, you will be liable to pay for each replacement or repair.

AUTHORITY

The Guest authorises GHR to use the authorised credit card or debit card to pay for any unpaid fees.

Where the fee is rejected for any reason, GHR will issue you an invoice.

Failure to pay within 7 days of the invoice will be considered as an unpaid debt.

GHR reserves the right to register this unpaid debt with any credit reporting agency.

WASTE

GHR endeavours to keep the amount of waste produced at our properties to an acceptable level and supply our guests with double the usual requirement of General Waste and Recycle Bins.

GHR kindly request guests to be thoughtful with their waste, use the recycling bin correctly by breaking down all boxes and recycle all waste in the appropriate bins.

SECURITY CAMERAS AND NOISE MONITORS

GHR operate security cameras for the purpose of enhancing security, identifying guests on arrival and ensuring that the correct numbers of guests arrive at the property.

GHR also have noise monitors in every house to detect unreasonable noise. These do not record voices but do register extended periods of loud noise.

GOODS

In the event that you leave any items behind, and we agree to post the same to you or make other arrangements to have the goods returned to you, then you agree to pay on demand any anticipated or expended costs in respect of return of such goods.

GUEST RESPONSIBILITY

If any guest books the property on behalf of any other people, or otherwise permits other people to enter the property, then the person booking the accommodation is responsible in all respects for the property and for ensuring that all guests and visitors are aware of and comply with these Terms and Conditions.

LIABILITY

By making a booking, paying a deposit or entering the property, you agree that: You are responsible for all damage, breakages or incidents to or in respect of the property, furniture, fittings or any loss suffered by the owner of the property.

GHR are not to be held responsible or liable in respect of any building or construction work carried out on neighbouring, or any other source of noise or nuisance.

SPORTING EQUIPMENT AND OTHER ITEMS

GHR may offer from time to time sporting and other equipment such as kayaks, stand-up paddle boards and life jackets.

By using, borrowing or agreeing to use or borrow such equipment, you do so in all respects at your own risk, and you shall not be entitled to make any Claim that relates to such equipment.

GHR may engage third party contractors to provide services such as massage, yoga, private chef or other services.

By engaging the services of such third-party contractors, you're entering into an agreement with such a third party, and any Claim that relates to such services shall be directed to that third party.

FORCE MAJURE

You acknowledge that GHR reserve the right to move your booking in the event of any circumstances arising that are beyond our control.

GHR shall not be liable to issue refunds for any items that are not within our control, such as fire, flood, storm damage, power outages or any other unforeseen circumstances.

RESPECT THE LAND

We would like to acknowledge the traditional custodians of this land, the Darkinjung and Guringai People, on which you will stand, and pay our respects to the Elders past and Present. We recognise their continuing connection to this land, these waters and our community. We ask you to honour and act with the utmost respect for the duration of your stay.