

BEFORE GETTING INTO OUR BED TERM & CONDITIONS

Haus and Heim Accommodation reserve the right to amend the Terms and Conditions, without notice to you. Any amendments to the Terms and Conditions take effect from the beginning of the next day they are published on our website.

It is your responsibility to stay up to date, with the current Terms and Conditions. By making a booking with Haus and Heim Accommodation, you accept the Terms and Conditions. In the terms of use, you, or the primary guest means, the person accessing the services provided by Haus and Heim Accommodation.

1.0 BOOKING CONFIRMATION:

- 1.1 Bookings are unconfirmed until a 50% deposit is received. Deposits must be received within 5 business days of a booking request.
- 1.2 The balance is to be paid, in full, no less than 14 days prior to your prebooked arrival date. Haus and Heim Accommodation reserve the right to cancel the booking, and/or withhold entry details, from any guest, if money is outstanding, on the prebooked arrival date.
- 1.3 Any bookings made within 14 days of the arrival date, will require full payment, at the time of booking.
- 1.4 Direct deposit and credit card portal details will be sent to you, via a confirmation email, once the booking enquiry is sent. Mastercard, Visa and direct debit payments are accepted. By choosing to pay via credit card you do accept the 1.65% + \$0.30 card fee.
- 1.5 All payments, once cleared, will be confirmed by Haus and Heim Accommodation providing a receipt.

2.0 CANCELLATION:

- 2.1 Bookings cancelled, 30 days or more prior to the arrival date, will receive a full refund.
- 2.2 Bookings cancelled, within 30-14 days prior to the arrival date, will forfeit 50% of the total booking fee. A refund will only occur if the property rebooks for the same time period and/or value.
- 2.3 Bookings cancelled within 14 days of the arrival date, will not receive a refund.
- 2.4 If the booking made, was booked through a third party channel, the guest is bound by the cancellation policy of the third party booking channel. Airbnb, Stayz and Booking.com are all third party channel agencies.

3.0 GENERAL TERMS & CONDITIONS:

- 3.1 All primary guests must supply Haus and Heim Accommodation with a signed completed security deposit form, before your booking commences, with credit card details to be held as a \$500 or \$1000 security deposit (depending on the property) against claims.
- 3.2 Should the primary guest, not be a holder of a credit card, Haus and Heim Accommodation will accept a bank deposit for this payment. If the deposit is in the form of bank deposit, this will be refunded, less any charges to the primary guest, within 30 days of departure, by way of bank deposit.
- 3.3 The primary guest agrees to leave the property in a clean and tidy state and adhere to the departure checklist sent prior to the booking concluding. Any costs for cleaning, outside the standard items that our cleaners do, must be paid for by the primary guest.
- 3.4 Any damage, to the property, common areas or fixtures and fittings of the property, must be reported to a Haus and Heim Accommodation representative, immediately and paid for promptly.
- 3.5 The liability of the primary guest shall be at the full cost of all excess charges and/or repairs whatever that may be.
- 3.6 The primary guest will be notified of any such expenses, prior to your provided monies, being withheld.
- 3.7 If you find the property, including outdoor facilities i.e. BBQ are not clean on arrival, please contact us and we will send a representative of the team immediately to clean.
- 3.8 All properties managed by Haus and Heim Accommodation are non-smoking properties. Any person failing to adhere to this term will be responsible for cleaning cost of carpets, window coverings and furnishings.

3.9 We do not accept responsibility for actions taken by the owners of the property. Therefore we reserve the right to cancel any booking at the owner's direction. In this event, we will notify you, as soon as possible, and attempt to arrange other accommodation or dates suitable to you. If this is not possible, all deposit monies paid, will be refunded in full. No further claim, right, action or demand shall exist or be made by either party to seek compensation.

4.0 Bookings are taken by the agent for the current owner: if the property is sold, we cannot guarantee that the new owner will continue to make the property available to holiday let. In this event, we will notify you as soon as possible and attempt to arrange other accommodation or dates suitable to you. If this is not possible, all deposit monies paid will be refunded in full, no further claim, right, action or demand shall exist, or be made, by either party to seek compensation.

4.1 Your booking will commence, and keys may be collected at any time after 3pm on the day of arrival. The property must be vacated no later than 10am on the day of departure, unless otherwise arranged with Haus and Heim Accommodation. Upon departure, keys must be returned to where they were located, upon arrival before 10am, or you may incur a late checkout fee.

4.2 Any printed, written, or verbal description of the premises, by Haus and Heim Accommodation or an employee, will be made in good faith. However, no responsibility for contested description, will be accepted.

4.3 The property is rented to you, strictly for the period outlined on your receipt, for holiday purposes. Under NO circumstances are any commercial enterprises to be conducted from the property.

4.4 At the time of booking you will notify Haus and Heim Accommodation of the number of people that will occupy the property. You accept that this number must not be exceeded, under any circumstances, unless prior notification to Haus and Heim Accommodation has been made and accepted.

4.5 Bookings will not be accepted, where the guest numbers exceed the available beds (due to insurance and Occupational Health & Safety guidelines).

4.6 Should you exceed the accepted number of occupants, within the property, Haus and Heim Accommodation will terminate your booking, requiring you to vacate the premises.

4.7 Haus and Heim Accommodation takes no responsibility for guest belongings left behind. It is the guest responsibility to contact us to organize the return of the items. Items will be kept for 4 weeks before disposed of.

4.8 It is the primary guests full responsibility to keep the property secure, during their stay, and upon their departure. Theft or damage caused, due to guest negligence in failing to secure the property, falls solely on the guest.

4.9 The primary guest will make every effort to not be a nuisance to neighbours by means of loud music, television noise or partying. Noise restrictions are in place from 10:00pm - 7:00am as outlined on the EPA website <https://www.epa.vic.gov.au/for-community/environmental-information/noise/residential-noise/residential-noise-law>
If noise persists, the police may be called and your booking reviewed.

5.0 Haus and Heim Accommodation is not responsible, or in control of, building/renovation in neighbouring properties and cannot provide a refund under this circumstance.

5.1 Tariffs may vary up until the time of booking your accommodation.

5.2 The guests agree to allow maintenance and tradespersons to enter the property, where maintenance is required. All emergency repairs will be tended to as soon as possible. On public holidays, and after hours, it may at times prove difficult to get tradespeople straight away. We will always do everything we can to minimize inconvenience caused, but cannot issue partial refunds or give discounts. In the event of a major problem, rendering the property uninhabitable, we will make every effort to find alternative, suitable accommodation for you.

5.3 Some Haus and Heim Accommodation properties have a pool on-site, or located in close proximity to rivers/bodies of water. Although all pools must have approved pool fencing, there are always risks involved around water for children & adults. The local rivers are not fenced, and pose great risks to children, when unattended. Haus and Heim Accommodation, and its individual property owners, take no responsibility for any incidents occurring in or around water. Caution is to be taken around water, and ensure not to leave children unattended. The onus of responsibility of guests, around water, lies 100% on the person making the booking.

5.4 We welcome children of all ages to our property. Steps and balconies need to be taken into consideration before booking. Please note there are no baby gates, or stair barriers, and supervision is the responsibility of parents & guardians. Please contact management if you need further information. No refund will be given if the accommodation is deemed unsuitable after check in. Supervision of children around fireplaces, stairs, balconies, roads, driveways and all areas of the property and surrounds, are the sole responsibility of parents/guardians. Haus and Heim Accommodation, and its property owners, accept no responsibility.

5.5 Fireplaces and fire pits are to be operated by adults over the age of 18 only and are operated at your own risk. You will be held liable for any damage you cause, including smoke or ember damage, from incorrect use. If using a wood or gas fire, you will ensure the fire is switched off, or put out entirely, before you retire to the bedrooms, and whenever you leave the premises, even for short periods. Supervision of children around all fireplaces is required and is the full responsibility of parents/guardians. ALL fireplaces and fire pits, and their external casings, can get very hot and may cause serious burns if touched. It is strongly recommended that the fireplaces not be operated when children are staying onsite.

5.4 In the event of a natural disaster, limiting your ability to safely reside at your accommodation, or arrive at your destination, a full refund will be provided, less any credit card fees. Refunds will not be issued if your property resides in an area deemed safe and if your travelling route is unrestricted. Third party bookings will be exempt from this condition as the third party cancellation policy will apply.

6.0 PETS:

6.1 Pets applies to dogs only. Cats are not permitted at the properties.

6.2 Alpine Shire only permits a maximum of 2 dogs at a property.

6.3 Well behaved pets are permitted only at listed 'Pet Friendly' properties. Where permitted, the guest is responsible for the removal of fleas and faeces, and associated costs. Pets are not permitted at non 'Pet Friendly' properties, Haus and Heim accommodation reserves the right to immediately terminate your booking, with no refund, if you are found in breach of this condition. The primary guest is responsible for payment of cleaning costs and damage caused.

6.4 Under no circumstance are pets to be left at the property, inside or outside, without an owner present.

6.5 Pets are to refrain from sitting/laying and/or sleeping, on soft furnishings and carpeted areas. The pet's owner is responsible for payment of any costs associated with extra cleaning.

6.6 Our property profiles, descriptions and staff, describe the properties to the best of their ability. It is your responsibility to decide if the property is suitable for your pets needs.

6.7 Pet Friendly properties may, or may not be, fully fenced. The onus of the responsibility lies with the pets owner to enquire if the property suits their/your pets needs.