



Margaret River Holiday Cottages
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Booking Terms & Conditions **(updated for bookings from 1 December 2024)**

General

- Confirmation of a booking is considered acceptance of the terms below.
- Check in time is from 2pm and check out time is by 10am on day of departure.
- It is the responsibility of the guest to have the correct visa/travel documentation for travel.
- All guests (international and domestic) are highly recommended to secure travel insurance.
- Pets are not permitted without prior permission and the charge is \$40 per pet per night.
- For the safety of all, guests are required to follow rules and regulations outlined at the property.
- No outside photographers are permitted to conduct a photoshoot/videoshoot on our property.
- A refundable cleaning bond may be levied at our discretion and guests notified pre check in.
- Upon departure, any cottages that require more than usual cleaning may be charged a cleaning fee. (\$50 per hour on week days, \$75 per hour on week ends / public holidays, minimum \$100)
- In case of an emergency, at least one (1) guest per cottage must have provided their full name and a valid phone number prior to check in. This is a condition of stay.
- All guest data is stored safely and not provided to any 3rd party. It may be used for communication purposes by Margaret River Holiday Cottages with the chance for you to opt out.
- Promo Codes are subject to promotional availability at time of booking and subject to the terms and conditions of that particular promo code. The use of Promo Codes applies only to online bookings on our direct website and cannot be used retroactively for existing bookings.
- Shorter stay bookings of 1-2 nights are typically higher in price than longer stays of 3+ nights.

Extra Guests & Visitors

- Due to health & safety regulations, the maximum occupancy per cottage cannot be exceeded.
- Extra Guests, including infants, children, and adults, that have not been pre booked are chargeable at \$40 per guest per night for direct bookings (up to the maximum capacity of the cottage).
- Overnight visitors: If the capacity of the cottage allows for an overnight visitor, they need to be booked in advance at \$40 per night, minimum 2 nights (i.e. min. charge of \$80 per guest).
- Day visitors are not permitted to ensure the safety and comfort of other guests
- Due to administration costs, there's no reduction in rate if the no. of guests in a booking reduces.



General Payment / Cancellation Terms & Conditions

- *Cancellations due to family or medical emergencies, including Covid, are considered a matter for medical/insurance professionals. Payment will be taken in line with cancellation policy with no prior notification unless requested.*
- *If payment cannot be processed, guests will be contacted and will have 24 hours to complete payment or the reservation may be cancelled which would forfeit any monies already paid.*
- *Payment by Credit/Debit cards attract a 2.5% fee (Visa/Mastercard).*
- *Payment by Bank transfers (less any monies already taken) need to be requested (no fees).*
- *Guests cannot cancel a higher rate then book a lower rate for the same travel period.*
- *Cancellations/amendments for bookings made via a 3rd party agent must be done via that agent.*

Flexible Rates:

- *Cancellations are free of charge until 14 days prior to arrival.*
- *Cancellations within 14 days charged at the total value of the stay.*
- *Balance must be received by 14 days prior to arrival or the booking may be cancelled.*

Semi Flexible Rates:

- *20% non refundable deposit at time of booking and balance paid 30 days prior to arrival*
- *Cancellations made outside of 30 days prior will forfeit their 20% deposit.*
- *Cancellations made 30 days or less before arrival will be charged at 100%.*
- *Amendments/Reduction of nights are considered the as a cancellation and forfeits monies paid.*

Non Refundable Rates:

- *Full payment at time of booking*
- *Cancellations will charged 100% of the booking value.*
- *Amendments/Reduction of nights are considered the as a cancellation and forfeits monies paid.*

Groups

- *Groups are defined as equal to or greater than 3-4 friends/family travelling as one party with same arrival dates and requiring equal to/greater than 4 cottages.*
- *Individual rates cannot be used for Group Bookings or risk a reservation being cancelled.*
- *Group bookings must be made via contacting us directly as group bookings attract different terms and conditions and are subject to group availability.*