

THE WOODS

OCEAN GROVE

Thank you for choosing to spend your time at The Woods.

The information below ensures that we're on the same page and that your stay will be hassle-free.

TERMS + CONDITIONS

All bookings are accepted on the basis that you have read, understood and agree to abide, and be bound, by these Terms + Conditions.

Inside our cabins are smoke-free, without exception. Cigarette butts outside should be disposed of thoughtfully.

Our accommodation is a peaceful and private place for guest use only. Outside visitors will be considered by arrangement. Strictly no parties or group gatherings.

Unfortunately The Woods is not suitable for pets.

Check in time: 2.00pm

Check out time: 11.00am

Late check-outs without prior arrangement will be charged an extra fee.

Please wash your dishes and the BBQ before departure.

If you experience any problems during stay, no matter how minor, please contact us so that we can do everything within our power to rectify it for you. Please call Steph on 0408 364 464 or Jason on 0439 851 646.

PAYMENT

A deposit of 50% of the total fee is payable at the time of booking.

The balance is due two weeks prior to the stay and you will be notified by email for all payments. All payments are to be made via credit card. A processing fee applies to credit card payments. Deposits are not transferable.

CANCELLATIONS

If you cancel 14 days or more before your stay, you will be refunded 50% of any payment made. If you cancel within 14 days of your booking, you will forfeit the total booking amount.

In exceptional circumstances, if you cancel or fail to use your booking, a part-refund may be payable (less \$50 administration fee) if the accommodation is able to be re-booked for the same period.

Very occasionally we may need to cancel a booking for a number of reasons. We reserve this right to cancel at any time, and in this event, all reasonable endeavours will be used to offer you alternative accommodation or refund, but without liability.

NUMBER OF OCCUPANTS

The Woods must only be used for private, residential usage only and to accommodate the number of guests stated on your booking confirmation.

Exceeding the stated number of guests will result in your booking being terminated and you will be asked to vacate immediately without refund. Charges for additional guests will be debited to your credit card without further notice.

DAMAGE + REPAIRS

We want you to have a good time and will take a broken wine glass as compliment. Beyond that you are responsible for any further damage, repair or replacement of items.

To avoid any mistaken situations, we ask that you notify us straight away if something is amiss when you arrive at the property. If an incident of damage occurs during your stay you must let us know immediately so we can rectify it for you.

Any major damage or theft will be photographed and reported to police.

You agree to permit all repair and/or service personnel to enter the property for the purposes of conducting any repair, service or maintenance deemed necessary.

NOISE

The Woods is located in a quiet, leafy area of Ocean Grove. Excessive noise travels easily to the neighbours' homes so please be mindful of your presence after 10pm at night.

Additional charges or immediate termination may apply in the event of unnecessary or excessive noise or disturbance caused to neighbouring properties during your stay.

CLEANING + DEPARTURE

We accept your booking on the basis that you will treat the property with the same respect as your own home.

We ask that you wash your dishes at the end of your stay, and clean the BBQ if it was used. All indoor/outdoor furniture is to be positioned in same location as on arrival at the property.

Any additional cleaning expenses will be debited to your credit card without further notice.

EQUIPMENT + PERSONAL PROPERTY

All equipment provided at The Woods is used at your own risk. We will not be held responsible for any injuries that occur while in use.

Please remember to take your personal property and belongings with you upon your departure as we accept no responsibility for any such items left behind.

DISCLAIMER

You acknowledge and agree that The Woods will not be held responsible nor liable for:

- Any injury or loss suffered by you, your invitees or guests caused at The Woods due to your failure to comply with the Terms + Conditions or negligence on your/their part.
- Any injury or loss suffered by you, your invitees or guests caused as a result of insects or wildlife in or around The Woods.
- Any noise, disturbance or inconvenience caused as a result of renovation/building/road works being carried out in or near The Woods.