

Terms & Conditions – the '*Vine Loft*' at Yarralaw Springs

The Occupant upon authorisation of payment for occupancy agrees to the following:

- Check out time is 11 am, and the venue is available from 3pm on day of arrival. Alternative arrangements can be made for early arrivals & those desiring late check-outs.
- Smoking is NOT allowed within the venue, including disposal of tobacco product waste (butts etc).
- No pets allowed at any time within the ***Vine Loft*** accommodation. Please check with YS management at booking for approval of pets on site. If granted, the guests are responsible for providing food and any containers required for feeding such pets. ***Vine Loft*** supplies are not to be used. Owners must control their dogs on farm. Additional charges may apply for any cleanup/fumigation associated with pets. Guide dogs are exempt under the Disability Discrimination Act 1992.
- The ***Vine Loft*** has sleeping arrangements for four (5) guests only. Please discuss with YS management additional numbers. As the winery is only open periodically, overflow guests may be allowed to erect tent(s) on winery grounds but only by agreement with YS management, charges apply.
- Guests are responsible for any damages, breakages and losses during their stay. Costs applicable may also include charges associated with sourcing, transport, replacement and fixing, and any loss related to forced deferral of subsequent bookings. Loss of the special ***Vine Loft*** access key will be charged at \$50.00. Cleaning costs for Vine Loft condition beyond normal resulting from Guests' usage and de-odouring (smoking) may also be charged.
- Bookings are not confirmed until the deposit is banked. Payment by credit card preferred. Cheque or bank transfer only if approved by Yarralaw Spring's management. Minimum booking fee is the greater of one night's accommodation or 25% of total tariff.
- Occupancy is only after full payment. Credit card details are held as security. Only VISA and MasterCard are accepted. Cash payments require a \$50.00 key/incidentals deposit which is refunded following inspection on leaving.
- Cancellation / Refunds - Should it be necessary to cancel a booking we will refund a portion of your deposit as follows:
 - a. 28 days or more notice - 100% (less cancellation fee of \$20.00 for administration & merchant fees)
 - b. 7 to 28 days notice - 50% of minimum booking fee
 - c. less than 7 days - Nil
 - d. Reservations cancelled, or altered 48 hours prior to arrival based on 3pm check-in, or amended at or after check-in do not qualify for any refund. Loss of minimum booking fee is in addition to the per night charge for any nights stayed.
 - e. Rescheduled bookings cancelled are charged at the greater of any accrued reschedule fees OR outright cancellation fee a, b or c above based on the minimum notice of any reschedule or final cancellation for the original booking.
- Please look after your personal property as no responsibility will be accepted for any loss on the premises.
- Accommodation for Guests is normally only taken on days where the winery is closed, to give you more privacy. Guests are advised when booking if the winery is open and may still choose to stay. Guests choosing to stay on winery open days are required to minimise noise for the consideration of the Cellar Door visitors.
- Early arrivals before rooms are ready can drop off luggage in the Vine Loft – please check at booking.
- Guests understand that this a rural farm and has recognised hazards such as :
 - uneven ground, potholes, rocks or fallen branches
 - snakes in spring and summer
 - large male kangaroos which may attack small children if unattended
 - unfenced farm dams
 - large trees, some with branches which may drop at any time
 - fences with sharp wire or barbed wire

Guests with small children must closely supervise their children and all Guests should exercise caution when on farm.

- Riding motor bikes/carts, 4WD driving of any kind on the property is not allowed.

Guests not complying with the above terms and conditions may have their charges amended or occupancy terminated.