



## Terms & Conditions

### OCCUPANCY

Cambourne Boutique Accommodation is offered for hire as a 3 bedroom, 3 ensuite boutique accommodation which can accommodate up to 6 people only (adults or children – children are considered 2 years or more). Children are considered part of the maximum occupancy and must use existing bedding.

No additional persons (aged 2 years or more) are permitted to stay overnight.

Up to 3 infants (considered 24 months or less) are welcome but are required to be accommodated in a portacot in their parents room. A portacot is available at a cost of \$80/per cot/per stay.

The configuration of the bedrooms needs to be confirmed at time of booking as suite 3 can be split into two singles (normally king bed). Pets are strictly not permitted.

Cambourne Boutique Accommodation offers guests a secluded getaway on a 25 acre vineyard. No functions or events are able to be held on the property without the owners prior approval. An event charge may be applicable at the owners discretion.

### TERMS OF PAYMENT

**Deposit:** To secure a booking, payment of a 50% deposit of the total booking fee is required. By paying a deposit you have read and agree to our terms and conditions.

The balance is due 30 days prior to arrival date. Failure to pay by the due date may result in cancellation of your booking. A bond amount of \$1200 (one night rate) is required to be paid prior to arrival. This will be returned within 72 hours should the condition of the property be considered satisfactory.

Bookings made within 30 days of arrival will need to be paid in full at time of booking.

Payments can be made online. We accept Visa, Mastercard, Amex or PayPal.

### CANCELLATIONS

Cancellations notified more than 60 days prior to arrival date are entitled to a full refund of any amount paid, less a \$100 booking fee. Cancellations notified 60 days or less and more than 30 days prior to the date booked will forfeit 25% of the total booking. Cancellations less than 30 days prior to the arrival date will forfeit full amount paid.

If you do not arrive and/or stay for the entire number of nights booked no refund will be given.

We recommend the purchase of travel insurance to cover unexpected situations requiring cancellation of bookings.





## CHECK-IN/CHECK-OUT

Cambourne is available from 2pm on the day of arrival and is to be vacated by 11am on the day of departure. Late check out may be available at the owners discretion.

## GENERAL

A complimentary midstay service is included in the tariff for all bookings 8 nights and over. Additional services are available on request and will occur a service charge.

**Guests Property:** All personal belongings, baggage, vehicles and other property of the guests shall be the risk of the Guests at all times and the owner does not accept responsibility for any loss or damage thereto.

**Excess Cleaning & Damages:** Significant effort has been made in the design and decoration of Cambourne to provide a high-end, boutique experience. We appreciate that the cottage and its surrounds will be returned to us in the condition presented on arrival. Any excessive cleaning required (including the BBQ and oven) will incur additional charges.

Whilst we understand that accidents may occur, any willful or reckless loss or damages will result in the cost being debited from the guests bond.

Inside the cottage is strictly NON-Smoking. If there is any evidence of smoking within the cottage, we reserve the right to apply a minimum cleaning fee of \$500 to be charged to the guest's bond.

**Maintenance:** For reason of safety we reserve the right to enter the property to repair any fault. Cambourne Boutique Accommodation is located on a 25 acre working vineyard. Vineyard staff may be present on the property at different times throughout the year.

**The Cellar:** The Cellar is stocked with wine for guests convenience, and is managed via an honor system. The wines are of differing value. Please make your selections wisely and ensure that the form identifying your purchase is completed accurately. Alternatively, all bottles consumed will be deducted from the bond amount. Please ask all persons prior to departure, as the person who made the booking will be responsible for anything consumed.

Cambourne Boutique Accommodation has been furnished with high end products to provide pleasure and enjoyment for our guests. All items – artwork, linen, furniture, soft furnishings, appliances etc are the property of Cambourne Boutique Accommodation and may not be removed from the property. If any property is Damaged or removed, the guests will be responsible for replacing or liable for the cost to replace any item. This will be deducted from the bond or payable on invoice, without negotiations.

