



Yabbaloumba Retreat Terms & Conditions

As we are a small business and cancellations can affect us. If booking via our website:

- A deposit of the first night's fee (or 50% when booking online) is required to secure booking.
- Deposit money shall mean all money paid prior to cancellation, including gift vouchers, which are paid in full and are non-refundable.
- All rates and prices include GST and are firm at the time of deposit; otherwise subject to change without notice.
- The balance to be paid on arrival.

If booking with a third party agency such as Wotif, Booking.com or Expedia:

- Please note their terms and conditions

Cancellation Policy (via Third Party Booking Agencies)

- It is suggested that guests seek travel insurance (particularly for longer stays) to cover cancellations, loss of deposits, medical and other emergencies.

Cancellation Policy (via Yabbaloumba Retreat Website)

- In the event of your plans being changed, more than 3 days notice will receive a full credit, less an administration charge of \$25.00.
- If the booking is cancelled or changed within 3 days of the confirmed stay, first night's fee will be charged. If the guest fails to arrive on the due date without prior notification 100% of the tariff will be charged.
- You may transfer your booking within a 6 month period from the date of cancellation provided that you cancel more than 14 days in advance of your arrival and final payment has been made for the duration of your stay.
- Transfers and cancellations made within 14 days before arrival are subject to a \$25 cancellation fee.
- Refunds of cancellations after this time are subject to re-letting.
- It is suggested that guests seek travel insurance (particularly for longer stays) to cover cancellations, loss of deposits, medical and other emergencies.

Facilities

- Yabbaloumba Retreat facilities are for paying guests only.

During Your Stay

- Guests are responsible for damage, loss or theft from their cottage.
- Guests are permitted to explore all areas of the property other than the two private residences and the supporting sheds. Please remember that Yabbaloumba Retreat is a working property and gates must be left how they are found.
- The livestock poses no immediate threats unless provoked. The dam is fully stocked with Australian Bass and you are welcome to 'catch and release' or just enjoy watching the geese and water fowl.
- Walking tracks have been carefully cut throughout the property and your Hosts will happily direct you on request.
- Feeding the livestock or the native animals is not encouraged.



Arrival & Departure Times

The luxury cottage is available from **2.00pm** on the first day of your stay and needs to be vacated by **10:00am** on departure day.

Housekeeping

We understand that accidents can occur, but any wilful or reckless loss or damages will be debited to the guests account and reported to the relevant authorities. The owners of Yabbaloumba Retreat endeavour to maintain high standards of comfort and cleanliness at all times. The Guests must therefore undertake to keep all furniture, furnishings and effects in the same good condition as they were found.

If extra cleaning is required after departure, it will be charged to the Guests. We understand that it may be hard to leave Yabbaloumba Retreat, however we would appreciate your consideration for future arriving guests. We allow for a checkout of 10:00am to enable you to enjoy a relaxing breakfast in perfect surroundings without having to rush out early. This checkout of 10:00am allows us to service the cottage and present it as how it was when you arrived - perfect we hope. Any time taken after 10:00am forces us to employ additional staff and an additional fee may be charged. We thank you for your understanding and consideration of future guests.

Dams & Waterways

To ensure the safety of our guests there is no swimming in the dams located on the property. Yabbaloumba Retreat accepts no responsibility and will not be liable for any actions from persons that may result from entering the dams or creeks.

Smoking Policy

Yabbaloumba Retreat is a smoke free environment and by law, guests are not permitted to smoke inside the cottages. Substantial cleaning costs will be incurred if this request is not respected. Smoking is permitted on the grounds of the property although responsible disposal of bi-products (butts and packets, etc) is expected. If smoking has occurred in the cottage, an additional cleaning cost will be added to the guests account.