

Stainsby on Marsh – Terms and Conditions

This website is operated by Gregarna Family Trust Pty Ltd, trading as Stainsby on Marsh, 159 Marsh Street Armidale NSW 2350.

Your Use of This Website is Governed by these Terms and Conditions

Please review these terms and conditions. Your use of this website constitutes your agreement to follow these rules and to be bound by them. If you do not agree with any of these terms and conditions, do not use the Gregarna Family Trust Pty Ltd website.

Gregarna Family Trust Pty Ltd reserves the right to update or modify these terms and conditions at any time without prior notice. Your use of this website following any such change constitutes your agreement to follow and be bound by the terms and conditions as changed. For this reason, we encourage you to review these terms and conditions whenever you use this website.

Compliance

We welcome your comments regarding this website. However, any comments, feedback, notes, messages, ideas, suggestions or other communications (collectively, "comments") sent to Gregarna Family Trust Pty Ltd shall be and remain the exclusive property of Gregarna Family Trust Pty Ltd.

Correction of Errors and Inaccuracies

The information on this website may contain typographical errors or inaccuracies and may not be complete or current. We therefore reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice (including after you have submitted your request). Please note that such errors, inaccuracies or omissions may relate to product description, pricing and availability. We apologize for any inconvenience this may cause you.

Fees and Charges

Entry into Stainsby on Marsh is conditional upon supply of either a valid credit card, or bond money.

If in the course of a guests stay, and contributable to any guests or visitors of Stainsby on Marsh, any unforeseen expenses become apparent the guests credit card will be charged an amount, appropriate to the expense, at a rate determined by the management of Stainsby on Marsh. In the case of a bond, the bond funds will be held in reserve until such time that all costs associated with the said expenses are recovered. Any remaining bond moneys will be refunded to the guest.

- Fees chargeable to guest accounts include, and are not limited to;
- Smoking, room degradation (such as vomit, bodily waste, general damage, any problem sufficient to result in a room being withdrawn from its availability to be let) - \$150, plus a daily tariff to be advised by the management, in accordance with business demand on the day, until the house or said room is considered to be in a saleable condition.
- Lost or stolen keys - \$80 - Attempts will be made to contact the guest who will be given the opportunity to return keys taken. Failure to do so will result in the fee being charged to their credit card, or bond.

Cancellation Policy

If a confirmed booking is cancelled;

- More than four weeks before arrival date - a refund will be issued.
- Deposits on cancellations less than 4 weeks prior to the arrival date will only be refunded, less a cancellation fee of \$75.00, if and when the accommodation is re-let for the full term of the cancellation. Part cancellations will not be accepted.

Please Note: If cancelling a booking by email, do not consider the booking cancelled until we acknowledge the cancellation by return email.

All bookings are taken in good faith but may be subject to changes in circumstances that are beyond our control. Every reasonable effort will be made to offer alternative accommodation should this occur.

Conditions of Tenancy

Reservations are accepted under our Standard Conditions of Tenancy

- Check-in is after 2.00p.m and Check-out is prior 10.00 a.m.
Subject to availability a late check-out may be arranged only by prior arrangement and at an additional cost.
- The full amount of the tariff must be paid on arrival.
- Key collection by arrangement after deposit has been paid.
- Exceeding the number of persons booked to occupy the property shall render the tenant liable to cancellation of the booking.
- All guests must sleep in the beds provided. No additional beds, swags, bed rolls or sleeping on lounges or on floors permitted. Baby cots permitted after prior consultation with management.
- Only Guest's vehicles are permitted on the premises. Visitors' vehicles must park in the street. No parking on front lawn
- Parties and anti social behaviour will not be tolerated and will result in immediate cancellation of the booking. All outside noise must cease by 10.00 p.m. and all internal noise by 11.30 p.m.
- The premises must be left in neat and clean condition with all washing up done or an excess cleaning fee will be charged. All breakages must be paid for regardless.
- Garbage must be wrapped and placed in the bins provided. Recyclable garbage is to be placed in recyclable tub.
- Furniture and furnishings must not be moved out of the room it currently occupies. If it is moved within the room(s) it must be placed back in its original position before departure.
- Tenants must allow Stainsby management right of entry to arrange for any necessary repairs / maintenance.
- Pets are not allowed unless prior arrangements have been made. Animals are strictly forbidden indoors.
- Our property is a smoke free environment. Smoking is only permitted outside or on the back balcony not on the front enclosed balcony. Butts are to be disposed thoughtfully.
- Keys are the responsibility of the tenant. Any costs involved in replacing them and/or in gaining entry owing to the keys being lost including forced entry and new locks will be the responsibility of the tenant.
- Clothes must be hung on the clothes lines provided. No laundry shall be hung on the balconies.
- No responsibility is taken for personal property left on the premises either while in occupancy or after departure. Guests are responsible for their own personal effects. Our insurance does not cover guests' personal effects.
- BBQ Gas bottle is to be returned to the laundry prior to check-out. If the BBQ is not cleaned you will be charged \$20 to your account.
- Please ensure all windows are closed and locked before leaving the property.

Failure to comply with any of the above conditions will result in immediate termination of your tenancy and any costs incurred as a result will be added to your account.

Enforcement of Terms and Conditions

Copies of these Terms and Conditions are available at Stainsby on Marsh in the compendium and on the web site. By accessing and using the Gregarna Family Trust Pty Ltd website or entry into Stainsby on Marsh, you agree that your access to and use of Stainsby on Marsh is subject to these terms and conditions.

