

GENERAL TERMS AND CONDITIONS

By placing a booking with us 'On the Terrace Stanley' you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Coronavirus Guidance & Restrictions

The following Coronavirus guidance and restrictions are in place at this accommodation, in accordance with the current national and local Government guidance. You can read more about current advice and guidance at <https://www.coronavirus.tas.gov.au/>.

Rates

All rates sold are in Australian dollars and include Government goods and services taxes (GST). Rates are based on room occupancy and are sold on a per room, per night basis. 'On the Terrace Stanley' reserves the right to amend rates that have been displayed at an incorrect value due to human or automatic distribution errors. Special rates for bookings sold for a minimum night's stay will be void should the booking be changed to a lesser number of nights. The available rate will then revert to the advertised nightly rate at that time.

Booking Process

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third-party visitors are only allowed access at our express permission.

To secure any booking we require full payment in advance. Payments can be made online.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance/nuisance to other guests, neighbours, or the owners.

Check-in and Check-out

Guests must check-in and check-out by the times stated below:

- Check-in by: 2.00pm on the arrival date
- Check-out by: 10.00am on the departure date

Late check-out after the above time, may incur additional fees (\$30) up until 12noon, thereafter an extra night's charge may apply.

Cancellation and Non-Arrival Conditions

Guests who need to cancel a booking should do so as soon as possible. The following conditions apply to cancellations:

- Cancellation made up to 30 days or more before arrival = full refund
- If booked fewer than 30 days before arrival and cancellation made within 48 hours of booking and at least 14 days before arrival = full refund
- Cancellation made up to 7 days before arrival = 50% refunded
- Cancellation made with fewer than 7 days before arrival and non-arrivals = no refund provided.

It is suggested that booking guests take out appropriate holiday/cancellation insurance where required. In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Internet

'On the Terrace Stanley' provide complimentary WIFI for in house guests only and is protected by a password which can be found in the Guest Guide. 'On the Terrace Stanley' does not accept any responsibility nor provides any form of compensation for service interruptions or faults beyond our control.

Damages and Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible to minimise damage and associated costs. Lost keys will incur a replacement charge of \$20 per key lost. Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before check-out.

Smoking

Smoking of any kind is not permitted in any inside area. Smoking is only permitted outside, and all rubbish is to be placed in the bins provided. A penalty fee of up to \$250 will be charged to any guest found to have breached the no smoking rules of this property.

Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk. There is a limit of one vehicle per room permitted.

Our Right to Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.