

Tangalooma House, 29 Nautilus Drive, Tangalooma Resort, Moreton Island - Terms and Conditions 2011 - 2012

Number of Persons and Linen

The number of occupants must not exceed the number of persons shown on your confirmation. Any increase in numbers must be agreed in advance in writing and may incur an additional fee. Linen and towels are provided for a cost of \$10 per person.

Arrival and Departure

Check-in is available from 2pm on the day of arrival, and check-out time is 10am on the day of departure. Early check-in and late check-out will be offered when circumstances allow. We will do all possible to accommodate requests for extended times, subject to availability. Keys will be made available via express post.

Payment

Payments can be made by cash, cheque, money order or internet bank transfer. A deposit of 50% of total rent is required at time of booking. A security deposit of \$200 is also required, this will be refunded within 7 working days of your departure, subject to our terms and conditions. Final payment for accommodation must be paid 14 days prior to your arrival or as pre arranged.

Cancellation

Cancellations must be made in writing by the person who made the booking. If booking is cancelled 2 months or more prior to arrival date, then your deposit will be refunded in full. For Christmas, New Years and Easter weeks a 3 month cancellation time frame is required. If your booking is cancelled less than 2 months prior to your arrival date (or 3 months for Christmas, New Years and Easter weeks), then refund of your payment is subject to a confirmed re-booking of the property.

Non Smoking

For the comfort of all our guests, our property is strictly a non-smoking indoors property.

Animals and Pets

Pets are not allowed, no exceptions. Moreton Island is a National Park and domestic animals are strictly prohibited.

Garbage Removal

Please make all efforts to adhere to bin collection days. These are on Monday and Friday. Bins **MUST** be put out for collection on the tiled area in the front yard. The lid must be able to close for the collection (otherwise Crows will pull out all of the garbage and scatter it all over the place).

Noise

The property is part of Tangalooma Resort – Noise / Functions / Parties – causing ‘Excessive’ noise and anti social behavior is not permitted. Please be considerate to other holiday makers.

Tangalooma Island Resort security personal and / or Police can be called by any guest to investigate complaints of excessive noise or anti-social behavior. After one warning guests may be evicted from the resort by Tangalooma Resort security with loss of both rent and bond.

Damages and Extra Cleaning

Any breakages, damage and lost items must be paid for by occupants excluding reasonable accidental breakage of glassware or crockery. In the event of any breakage please advise us prior to your departure so that every effort can be made to keep the house in good working order for the next guests. Remember we need to arrange repairs from the mainland which requires a lead in time.

We request that you kindly leave the property in a tidy and reasonable condition. This includes - loading and unloading the dishwasher, removal of rubbish and BBQ cleaned). The cleaning contractors bill us additional charges for any cleaning beyond the ‘standard’ which we then have to pass on. Past examples have been: Dirty BBQ , soiled doona and food stains on walls and carpet. Loss of keys or security gate passes - incur a \$40 Tangalooma Resort fee for each pass.

Personal Property

No responsibility will be taken for the guest's personal property, so please take care. Should you leave anything at the property on departure please advise us as soon as possible so we can make any necessary arrangements.

Agreement

You are agreeing to these terms and conditions when you make confirmation and payment for this booking. Any breach of the above Holiday Letting terms and Conditions, as agreed by both parties, permits us to refuse the key, amend the rent or immediately terminate the letting.