

WHILST YOUR HOSTS MAKE EVERY EFFORT FOR YOU TO ENJOY YOUR STAY AT HOLLY GATE HOUSE, WE DO ASK THAT YOU READ OUR TERMS AND CONDITIONS AS NOTED BELOW, NOT EVERYONE TREATS OUR PROPERTY WITH THE SAME RESPECT THAT I AM SURE YOU WILL ☺

Please Note: It is assumed that by reading this document and arriving at Holly Gate House for your stay that you have read and agreed to these conditions.

Check in & out times

Check in time is from 3pm but if you wish to come at 2pm please contact your host and check the room can be made available. Check out time is on or before 10am on the day of your departure. If you would like a late check out, please discuss this before, upon your arrival or during your stay with the hosts. Late checkouts must be agreed with the hosts beforehand just in case it impacts on new guests arrival times. We are happy to accommodate late checkout where possible.

Visitors and Wedding guests

Please be aware that Holly Gate House B&B is for the enjoyment of couples and time out from their day to day hustle & bustle of normal life. If you intend having visitors, i.e. people who are not staying but wish to get ready here (this includes young children attending weddings – see **children and pets** note below) please discuss this beforehand with the hosts. An extra charge of \$50.00 will apply and limited to two people.

Luggage

Please **do not** place backpacks or suitcases on our bedding, your luggage has been on the ground and can transfer dirt and may also snag the bedcovers, we have provided luggage racks for your use whilst staying here.

Children and Pets

Holly Gate House is an **adult retreat only** and not suitable for young children, again Holly Gate House is for the enjoyment of couples and our facility is not set up for children so we do not allow children on the property at any time. We do not allow pets on the premises.

Room Service

Should you require your room to be serviced on a daily basis, if staying for more than two nights, please advise your host on arrival.

Smoking

Smoking is not permitted in the rooms (**the smoke alarms will activate**). The smell of cigarettes in the property means we cannot fulfil the next booking and you will be charged accordingly. **Note:** There is a minimum \$300 fee for dry cleaning the curtains, bedspread and deodorising the room if you smoke in the room. This also includes the cost for the room being unavailable for guests during cleaning.

When using our outside area please smoke away from any open windows or doors and use the outside ashtrays provided. We are located in a high fire danger area and would appreciate your care in disposal of cigarette butts.

Pool and BBQ

Should you require the use of the pool or BBQ, please make sure you have booked this prior to arriving.

Septic Tank

As we are on a septic tank service, we request that guests **do not place any sanitary items or foreign matter down the toilets.** Special sanitary bags and a bin are provided for convenience in your ensuite.

Candles

We do not allow candles on the property so please do not **use your own candles**; this is for many reasons but mainly to avoid:

- Fire
- Candle dye & wax on furnishings

Hair Dye & Makeup

Please **do not dye your hair** while you are here. It stains the tile grout, basins and our linen. Please use the vanity sets and tissues provided to take off makeup rather than our face cloths, as again this leaves stains which can be hard to remove.

Other liquids and oils

Please respect the furniture and fittings for your enjoyment and for future guests. Some substances **stain the soft furnishings**, so please do not use massage oils etc. We can arrange in-house massages.

Log Fire

Please use this with caution and care. **Do not overload it** with wood it can break the **glass doors and if the sitting room gets too hot, it will set off the smoke alarm.** *The replacement of the fire door is expensive ranging from \$160 - \$500.*

Reverse Cycle Unit – Willow Room

Please do not leave the air conditioning or heating on overnight. The air conditioner unit will ice up with the cold air and can damage the unit. Please use the remote control and do not try to move parts by hand.

Water Restrictions - Towels

To play our part in protecting the environment and to comply with the water restrictions currently in force, Guests are asked to assist us by requesting fresh towels only when necessary if they are staying more than two nights. This also helps us to keep the use of chemicals and detergents to a minimum.

Take Away Meals

Whilst your hosts are happy for you to bring take away or snack food onto the premises whilst staying at Holly Gate House, we respectfully request that you do not have meals in the rooms. i.e. Pasta/Pizza, Chinese take away. We are unable to provide separate facilities in your room to sit and eat, **therefore your hosts are happy to provide crockery and cutlery at the table in the guest's dining room for you to have your meal.** We have also provided a microwave oven to reheat light meals if necessary. (This will also help to eliminate the smell of food lingering in the room for our next guests and also avoid soiling the bed linen with food stains). **Note: We are not a self catering facility. Thank you for your consideration**

Room inspection on departure

Whilst we understand that accidents can happen, at the completion of your stay your host will need to conduct a room inspection. Any damage to the room may incur charges for extra cleaning, repair or replacement.

Your credit card details will be kept for one month after vacating the property for this purpose and other charges as referred to & implied herein.