

## TERMS AND CONDITIONS FOR HOLLY GATE HOUSE

1. Guests are asked not to **arrive** earlier than 3pm on the first day of their stay, *unless prior arrangements have been made.*
2. Guests are asked to **vacate** their rooms by 10am the day of departure, unless prior arrangements have been made. ***IF a late check out required, \$25.00 extra will be requested.***
3. Holly Gate House is an **adult retreat only** and not suitable for young children.
4. We do not allow pets on the premises.
5. **Visitors of guests** are only allowed on the property at the discretion of your Host. Permission must be obtained before visitors can be allowed on the property. If permission is given for visitors to be on the property, they must vacate the property by 11pm the same day. **If your visitors are inebriated or disturbing the other guests then they will be asked to leave immediately.**
6. **Smoking** is not permitted in the rooms (**the smoke alarms will activate**), and for those who do need to smoke we have provided an outside area specifically for this purpose. We ask that guests put their cigarette butts in the sand container provided in this area only, not on the garden. **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.
6. 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.
7. 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.
8. 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.
9. Should you require the use of the pool or BBQ, please make sure you have booked this prior to arriving.

### 10. **Take Away Meals**

Whilst your hosts are happy for you to bring take away or snack food on to 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 guests 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](#)

11. **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.*

### 12. **Guests Behaving Badly**

"It is a condition of your stay with us that we may disclose information about your use of and behaviour at this facility to third party service providers, for example those that investigate or protect against activities harmful to guests, visitors, employees and others, or to property."

### **Cancellation Policy:**

Bookings made directly to Holly Gate House and subsequently cancelled prior to 7 days of arrival date will have the payment refunded less \$40.00 administration fee. Forfeiture of first night booking fee for cancellations made within 7 days of arrival.