



## Sugarloaf Point Lighthouse

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### Terms & Conditions of Letting

Please read these Terms and Conditions of your holiday booking carefully as any departure from them permits management to refuse access, amend or terminate the booking.

1. Please ensure all receipt details are accurate.
2. Your cottage will be available from 2:00 pm on the day of arrival and is to be vacated by 10:00 am on the day of departure.
3. A deposit of 50% of the total tariff must be received to confirm your booking. Payments can be made by internet or bank transfer, cheque, money order or eftpos. All credit card payments for deposits and balance of payments will incur a 2% Merchant Fee. A fee for dishonoured cheques will be payable at the current bank rate.
4. Full payment and the signed Security Bond Authorisation Form are due one month prior to your arrival date.
5. Cancellations are refunded only when the cottage is relet for an equal number of days/dollar value. All cancellations are subject to a \$50 cancellation and handling fee. No refund on any unused portion of a confirmed holiday booking will be made.
6. For your convenience our office will be open every day from 9.00 am to 5.00 pm. Our on-site caretaker will be available from sunset to sunrise in case of emergency.
7. Your Security Bond Authorisation will be effected without prior notice if the premises are left in an unsatisfactory condition on your departure. A fee of \$30 will be charged if a bond claim is required to be processed. Unsatisfactory conditions shall include, but not be limited to:
  - a. The premises requiring extra cleaning
  - b. Loss or damage occurred to the cottage, its precinct or inclusions
  - c. Loss or damage resulting from the premises being left unsecured
  - d. Excess rubbish left in the lighthouse and cottage precincts
  - e. Furniture moved from its original place
  - f. Keys not returned at time of departure
8. Management further reserves the right to make a claim on the security bond, without notice, to recover any costs incurred due to guests' or guests' visitors' failure to comply with the terms and conditions.
9. Upon receipt of your final payment an access code will be issued allowing entrance through the lighthouse gate. This access code is to be kept confidential as only guests' vehicles are permitted by NPWS to be on site.
10. Your receipt notes the maximum number of guests in your cottage. Please inform us at the office prior to receiving any day or night visitors. NPWS strictly permits only 20 people in the three cottages, at any one time. For safety purposes your visitors' names will be noted.
11. The lighthouse cottages are self contained, self-catering holiday accommodation. Your tariff includes complimentary bed linen for the main bedroom only. You will need to provide all bath towels as well as linen to other bedrooms. We supply pillows and blankets.
12. Bed and bath linen is available for hire on request.
13. All furnishings and equipment must be left in the cottages as originally found. All damage, breakages or losses to the cottages and/or furniture/furnishings are to be reported to the office and arrangements made for reimbursement.
14. All accommodation is for short-term holiday purposes only. Functions, parties and unauthorised guests are strictly prohibited. All bookings are accepted on the basis that utmost care and consideration is given to the cottages and neighbouring guests.
15. No responsibility is taken for guests' personal property left on the premises. A handling fee of \$10, plus postage, will be charged when guests request lost property to be returned by post.
16. Guests are responsible for the safekeeping of accommodation keys. Replacement of any lost keys will incur a fee.
17. As car parking space is limited, only one motor vehicle per cottage is to be housed in the garage area. Other vehicles may be left in the public car park located at the entrance gate. Vehicles will be permitted to drive to the cottages for unloading on arrival. No responsibility is taken for guests' vehicles.
18. The removal of excess garbage is your responsibility. If left on site a fee of \$20 will be charged.
19. As the lighthouse site is located in the Myall Lakes National Park all native flora and fauna are protected. The feeding of any native animals is strictly prohibited.
20. Pets are not permitted on site under any circumstances.
21. No smoking is allowed in any of the cottages.
22. Seal Rocks area is subject to power outages and we take no responsibility for any inconvenience or damage to your property that may occur.