



For the comfort and safety of all guests we have to have the following terms and conditions in place.

In confirming any booking guests are agreeing to these terms. Thank you for your understanding. If you have any queries please call Drew on (03) 9751 2556. A copy of these terms are in the cottage information book.

Booking confirmation – Bookings are confirmed by a 50% credit card deposit. A cash deposit may be made, but a credit card is also required as security*.

Payment methods – We accept all major credit cards, Eftpos and cash. We are sorry we cannot accept cheques.

Booking moved to alternative date – within 14 days of booking there is a \$20 re booking free. If you move your stay within 7 days of booking there is a \$50 re booking fee. If you move your booking within 24 hours your deposit is non-refundable.

Cancellations more than 14 days prior to a booking - In the unlikely event you should need to cancel, we will make every effort to get an alternate booking, in which case you shall receive your 50% deposit back, less a \$25 administration fee. If we are unable to re-book the cottage then your deposit is non-refundable..

Cancellations within 48 hours of a booking - In the unlikely event you should need to cancel within 48 hours your deposit is non-refundable.

Cancellations by Wild Orchid Olinda – We reserve the right to cancel your booking where it is deemed to be in your best interests. Such occasions would include extreme bushfire risk (Code Red issued for area), extended loss of services (electricity, gas or water) or damage as a result of storms or other means. In such cases you will be given as much notice as possible and we will assist wherever possible in obtaining alternative accommodation for you. Your 50% deposit will, of course, be fully refunded.

Cancellation due to fire risk - If you choose to leave the cottage where a Code Red Fire warning has not been issued for the area, you will not receive any refund in relation to your stay. If, however, you choose to leave when a Code Red Fire warning has been issued for the area you will be refunded for the number of nights' accommodation that you were unable to stay or you may transfer your unused nights to another time.

The cottage is **Non-smoking**. Guests are invited to only smoke outside on the cottage upstairs deck. The cottage and garden is strictly non-smoking. Guests must use ash trays provided and not put stubs in bins, on the garden or elsewhere.

No pets are allowed in the cottage. Guests 'sneaking in' pets shall be asked to leave and full payment charged for their stay.

Open Fire – the cottage has a real log fire for you to enjoy which shall be set for you ready to light. It may not be lit on total fire ban days. Heavy fines are incurred for doing so (\$1000 to guest minimum).

Massage – Massages cancelled within 48 hours of booking are to be paid for in full. All massage fees are to be paid to the therapist in cash on the day.

***Breakages and damages** – Guests are requested to please inform us of any incident so that we can discuss any damage / breakage costs involved. If a guest departs and it is obvious that damage or breakages have occurred we shall charge the repair/replacement costs to your credit card. Guests shall be mailed with details of damage, breakage and charges made.

Theft – any items taken as 'souvenirs' shall be charged to your given credit card.