

BUHWI BIRA - TERMS AND CONDITIONS

1. DEFINITIONS

"Booking" means the period for which you have paid to stay at the Property.

"Property" means BUHWI BIRA BYRON BAY STUDIO and all its fixtures, fittings and equipment.

"Management" means the owners and managers of the Property.

"Guests" means the persons who stay overnight in the Property during the Booking.

"Visitor" means a person a Guest permits to visit the Property during the Booking.

2. ACCEPTANCE & RESPONSIBILITY

It is important that you read and understand these Terms and Conditions prior to booking. The following Terms and Conditions will apply to your stay at BUHWI BIRA BYRON BAY STUDIO. We only accept bookings on the Terms and Conditions outlined in this document. Payment of the Deposit constitutes acceptance of these Terms and Conditions.

3. CHECK IN/ OUT

Check-in time is not before 2.00pm on the arrival date and check out time is not later than 10.00am on departure date.

Checkout is STRICTLY 10:00am. No variations can be made. If you wish to leave your luggage with us that can be arranged, no problem.

You must notify Management of expected arrival time. A MOBILE CONTACT NUMBER must be provided at least 1 day before arrival so communication can be continued whilst at the property.

Check-in/check-out and key collection/return procedure will be as follows - Keys will be available at the property upon arrival -

You will receive an email regarding key collection and Key Safe Code prior to arrival.

4. PAYMENT

Credit Card - at time of booking

5. CANCELLATION - All Cancellations must be received in writing

If a guest cancels a confirmed booking more than 3 months prior to check in, the deposit will be returned less a \$140 cancellation fee. Note the initial booking fee and any credit card charges are non-refundable.

If a guest cancels a confirmed booking less than 3 months prior to check in there is no refund

No refund is made on the unused portion of rent, if guests vacate the property prior to their departure date.

6. TRAVEL INSURANCE - Holiday plans can be disrupted & Management are not responsible for any injuries, illness or accidents or natural disasters that may occur prior to holiday or whilst staying at our property on holiday & we are aware that cancellation fees can be expensive. For this reason, we recommend you take out appropriate travel insurance cover when booking your holiday. It is generally inexpensive and offers valuable piece of mind.

Please see our recommendation: www.travelinsurancedirect.com.au

7. SECURITY BOND

The Credit Card authorisation that was provided to Management upon confirmation of your Booking may be charged against for any damage loss or expense incurred by Management as a result of your breach of these Terms & Conditions. Examples of this include but are not limited to breakage, damage, excess cleaning requirements or extra guests beyond those declared etc. The cost of a standard clean is included in the tariff charged.

8. GUESTS RESPONSIBILITY

You must comply with all applicable House Rules and all instructions from Management of the Property concerning occupancy, property issues, health & safety and the quiet enjoyment of the Property with respect to our neighbours.

You are responsible for damage, breakages, theft and loss to the Property and any part of it during your stay. You must notify Management of any of these events immediately. Management may recover from you any repair or replacement cost (at Management's discretion).

Only the Guests nominated and agreed in the Booking may stay in the Property overnight. If any other Visitors stay extra charges may apply or the agreement may be terminated without refund.

Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.

Before departure place all rubbish in the appropriate Council rubbish bins provided at the back of the bathroom, wash crockery and cutlery and pack away. The Property must be left in a clean and tidy condition, turn off the lights & all appliances including air conditioning.

Extra cleaning charges may be incurred for the cleaning of dirty dishes, BBQ, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be deducted from the security bond.

All furniture and furnishings must be left in the position they were in when you arrived. The property should be vacated on time and secured. All windows and doors are to be locked. Keys must be returned to key safe and please inform management when you are leaving property.

You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided at an additional charge of \$200. Should a guest lock themselves out of the property a \$200 call out fee is applicable.

Smoking inside the property is prohibited. Guests must discard cigarette butts into the outside rubbish bins. Cigarette butts discarded into garden beds may incur an additional charge for cleaning.

9. UNAVAILABILITY

If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

10. NOISE, PARTIES AND FUNCTIONS

Parties & Functions are strictly prohibited.

No undue noise, please observe silence when entering and leaving the premises, no behaviour likely to cause damage to property or offence or embarrassment to others and all noise to cease by 10pm.

Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

11. LINEN AND TOWELS

We supply linen, pillows, blankets and towels which must be left where supplied in the studio or bath room on departure. Beach towels are included.

Piling used towels/linen for collection is much appreciated.

12. PETS ARE STRICTLY NOT ALLOWED

No pets are allowed under any circumstances either onto the Property. Any pets found on the property will result in a termination of your booking and additional cleaning charges will be debited to your Credit Card if this occurs.

13. PROBLEMS OR COMPLAINTS/REPAIRS

In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours. By accepting your booking, you agree to permit all repair and/or service personnel to enter the Property for the purposes of conducting any repair, service or maintenance deemed necessary by the Property Owner.

In the event of faults and/or malfunctions of appliances or inclusions, we will do our best to fix or replace these items straight away – please report any maintenance issues to the office as soon as they are discovered. There is no obligation from the owner to compensate or discount.

Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.

Failure to follow this procedure may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.

14. DISCLAIMER

The owners of Buhwi Bira Studio Byron Bay have endeavoured to maintain the accuracy of the content with their website. However, from time to time aspects of the content may be out of date. Please let us know if there is anything that needs updating and it will be taken care of asap.

Buhwi Bira Byron Bay

www.buhwibirabyronbay.com.au

“Take rest; a field that has rested gives a bountiful crop.” Ovid