



CANCELLATION & OCCUPANCY POLICY FORM

Payments

Deposit : All service changes and cancellations will be subject to a minimum \$100 AUD cancellation/admin fee. A deposit of 50% of the total booking fee is due on booking. Cancellation notified more than 60 days prior to the booking will be entitled to a full refund of the deposit amount, less a \$100 AUD cancellation fee.

Full payment: the full booking fee is due 60 days prior to the arrival date. Failure to do this will result in the cancellation of the booking.

Cancellation notified 60 days or less and more than 30 days prior to the date booked will forfeit 25% the total booking. Cancellation less than 30 days from the arrival date will forfeit the full amount of the booking & be liable for full payment of the booking. When a booking has been made 60 days or less prior to arrival date the total booking must be paid in full.

Where the property has been re-booked for the same dates and the same rate as originally booked, a refund will be given, less a \$100 AUD admin Fee. We strongly recommend the purchase of travel insurance to cover for unexpected situations requiring cancellation of bookings.

A bond amount of \$995 will be required, via Credit Card prior to check in.

Additional Occupancy

The Reserve Barossa Valley is booked as a Five bedroom Three bathroom self contained Luxury Retreat which accommodates up to 10 persons. No additional persons are permitted to stay overnight. The configuration of bedrooms will need to be confirmed at time of booking as bedroom 3 can be made into a queen bed (normally 2 singles) and bedroom 5 can be made up as singles (normally King).

Prior to arrival

You will be required to produce credit card details to be recorded for security purposes (if you are unable to produce a credit card you will be required to pay one nights bond prior to entry) The credit card will be charged or deductions taken from the bond payment made if the following issues are breached.

Damages/Smoking/Cleaning

Deduction from the bond amount will be taken, if The Reserve Barossa Valley is not left as it is presented to the guests. If excessive cleaning is required fees start from \$40 to \$250. Where the individual service confronts interruption to business or unreasonable delay and expense in business operation, the daily rate will be charged as well as the amount required to rectify any damage caused by the guests. Where smoking has taken place inside the main home, studio or boot room - \$250 will be deducted from the deposit and is at the discretion of the owner.

The Wine Room, Library & Property of The Reserve Barossa Valley

We have on hand a range of local wine along with a price list detailing the wines. This service is provided for your convenience, please ensure the form is completed and cash is sealed in the envelopes provided, alternatively All bottles consumed will be either charged to your credit card or deducted from the bond received. Please ask you guest prior to departure, as you are responsible for anything consumed.

Our Establishment is a luxury Retreat and furnished for your pleasure and enjoyment. All décor items, Artwork, Linen, Furniture, soft furnishings, books, magazines, anything either internal or external, may not be removed from The Reserve Barossa Valley, under any circumstance. If any property is Damaged or removed from the Reserve Barossa Valley, you will be responsible for replacing or liable for the cost to replace any items. This will either be charged to your credit card or payable on invoice, without negotiation.

AGREEMENT

I have read and agree to the Reserve Barossa Valley Cancellation Policy:

Signature:

Name:

Date: / /