



Whalers Cove Terms and Conditions

ARRIVAL AND DEPARTURE TIMES

So as to allow time for the villas to be cleaned guests are advised that **check-in** time is from 2.00pm and check out time prior to 10.00am on the morning of departure.

If arriving after 5:00pm special arrangements are to be made with management.

Early arrivals – there is a charge for early arrivals:

- \$50 if arrive between 8am and 12pm.
- After 12pm and before 2pm is at no charge providing the villa is available.

Late departures – there is a charge for late departures on the following scale:

- \$20 for each hour up to 4 hours and;
- From thereafter 50% of the nightly tariff will apply.
- No refunds for early departures

BABY HIRE

Baby Cots, High Chairs and Stair Guards are available for hire. Please book these in advance as we have a limited number available.

BOND

The guest's credit card details will be taken with signed authority to debit any amount if necessary. This will cover extra cleaning that may be required, damage arising during the duration of the guests stay and late departures. The card details will be destroyed should no extra expenditure occur. If incoming guests are unable to provide credit card details then a bond of \$500 cash is payable before or on arrival.

BOOKING INFORMATION AND CONDITIONS

- A deposit of 30% or accommodation tariff is required to secure the booking
- In peak periods, the balance of accommodation is due six (6) weeks prior to arrival.
- At all other times, the balance of payment must be made prior to or on arrival.
- If a booking is made less than four (4) weeks prior to arrival date then full payment of the accommodation costs is required.
- A tentative booking will be held no longer than 3 days.

Tariffs do not attract GST.

CANCELLATION POLICY

A cancellation fee applies to all bookings

- 31 days prior to arrival date - \$100
- 30-14 days prior to arrival date - full refund less 30% of total tariff
- 14-7 days prior to arrival date - full refund less 50% of total tariff
- 7 days or less prior to arrival date - no refund applicable

Note: No refunds are given for early departures.

CONSUMABLES

A starter pack is provided for you consisting of cleaning agents for the kitchen, laundry and bathroom as well as some toilet paper. We also provide a starter pack of milk, tea, coffee and sugar. Please note that this is a starter pack and additional items can be purchased from the office if required.

EARLY ARRIVALS

There is a charge for early arrivals:

- \$50 if arrive between 8am and 12pm.
- After 12pm and before 2pm is at no charge providing the villa is available.

INSURANCE

We recommend that guests take out comprehensive holiday cancellation and protection insurance to cater for any unforeseen circumstances that may cause guests to cancel their booking or for loss of personal items from villas.

KEYS

Keys to be returned to reception before departure. If keys are not returned a fee of \$25 will be applied to your credit card. There is a locked key return slot outside the office for early departures.

LATE DEPARTURES

There is a charge for late departures on the following scale:

- \$20 for each hour up to 4 hours and;
- from thereafter 50% of the nightly tariff will apply.

LEAVERS

Sorry we do not allow any Leavers, with or without parents. If any Leavers related accommodation is booked, the full payment will be forfeited at time of check in and you will be asked to leave the resort.

LINEN

All prices include sheets and towels (not beach towels). Extra linen is available for hire from reception.

MOORINGS

Whalers Cove has four (4) moorings available for hire. These must be booked at the same time as booking accommodation. The rate is \$20 per day. Moorings are hired at your own risk. Management takes no responsibility for the boats security.

NUMBER OF GUESTS

Bookings are based on 4 people per villa. For every extra person, there is a charge of \$15 per person per night. No charge for children under 12 years of age.

The property can only be occupied by the number of persons stated in the booking confirmation or as subsequently agreed by the Managers. The Managers reserve the right to refuse occupancy of the property if this condition is not observed.

PARKING

As per strata by-laws, each villa has parking provided for two (2) guest's cars. Extra cars or visitors may park vehicles in Lecaille Court or by alternative arrangement in consultation with management.

PETS

Sorry, we do not allow pets.

RIGHT TO REFUSE OR REVOKE BOOKINGS

The Managers of Whalers Cove and the property owner reserve the right to revoke or refuse to honour any accommodation booking which may in the opinion of either the managers or owner, (and at their sole discretion) be unsuitable for the property concerned. The same right to revoke or refuse a booking applies should guest's details prove to be inaccurate. In such instances a full refund will be given.

SEASONS

High: Easter (4 night minimum); Long Weekends (3 night minimum); Leeuwin (3 night minimum); Christmas School Holidays (7 night minimum)

Mid: All other School Holidays (5 night minimum); 1 February – 30 April; 24 September – 1 December.

Low: 1 May – 23 September (excludes long weekends and school holidays)

SERVICING

As we are fully self-contained, the villas will not be serviced until your day of departure. Each villa is equipped with cleaning equipment and we ask you leave your villas in a clean and tidy condition upon departure. Dishes to be washed and returned to cupboards before departure including emptying the dishwasher. If the villa is left in an untidy condition a minimum of a \$65 fee will be applied to your credit card.

If any items of crockery, cutlery or furniture are moved between villas and not returned to the correct villa, there will be a minimum of a \$60 fee applied to your credit card to cover the costs of replacing these items. If you wish to have a mid-clean during your visit (applies for visits with a minimum of 10 days), this can be arranged with a cleaning fee to be advised by the Managers. Please let the Management know if you would like a mid-clean at the time the booking is made.

NO SMOKING

There is no smoking permitted inside the villas. Guests are asked to not smoke close to doors and windows and to dispose of cigarette ends thoughtfully by placing them in the bin.

If guests do smoke in the villa they will be asked to leave immediately and no refund will be given. There will also be a \$300 cleaning fee applied to your credit card as couches and furnishings will require a special dry clean.

VILLA CONTENTS

All villas are equipped with iron and ironing board, tv's and dvd,s overhead fans, microwaves, full kitchen facilities including a dishwasher, fridge/freezer, hairdryers, stereo, gas BBQ's, outdoor settings, washing machine and dryers.

All villas are individually furnished and have their own crockery and cutlery. If any of these items are moved between villas we ask that they are returned before departure. Failure to do this will incur a fee of a minimum of \$60.

FEEDBACK

We welcome your feedback on our resort – both positive and in areas that you, as guests, consider we can improve upon. A feedback form is available in your villa or you can provide feedback through an email to the managers or via trip advisor. www.whalerscove.net

Managers

Pam Glossop & Nicki Kozyrski