

Check-in/Check-out Policies

This property has the following check-in and check-out times and policies:

Check-In: 2:00 PM

Check-Out: 10:00 AM

Property and Cancellation Policies :

CANCELLATION

Notice of cancellation must be sent on an email to info@shadygums.com.au. Full refund up to 14 days prior to date of arrival. 50 % refund for cancellation 7 to 14 days prior to arrival.

No refund for cancellation within the 7 days prior to arrival date or for no show.

Bookings are transferable to an alternate date (subject to availability) providing notice of cancellation is received at least 14 days prior to scheduled arrival.

Terms and Conditions

TERMS AND CONDITIONS You agree to these Terms and conditions upon booking.

CHECK IN/OUT Check in time is after 2.00 pm. The key will be in a keycode box near the front door. Check-out time is 10:00am.

GUESTS The number of guests should not exceed the number stated on the confirmation booking receipt.

STRICTLY NO PARTIES or Events allowed and please show respect for our neighbours ie. noise should be kept to a minimum after 10 pm.

CHILDREN The property is suitable for children however they **must be supervised at all times**. Children under 3 years old are free, older than 3 are \$30 per night.

DOGS Accredited Service Dogs are welcome, but sorry we don't have a secure yard for other pets.

PARKING there is space for 2 cars to park at the property (not undercover)

ACCESS The key access code will be emailed to you for a keylock box at the front of the property. This would occur the day prior to your arrival. Your Wi Fi password will also be on this email.

Please lock the front door and return key to key code box at the end of your stay. Lost key will incur a \$30 replacement fee

WI FI Free Wi Fi provided. We cannot guarantee the quality of the service as it can be variable in regional areas. We recommend spending as much time as possible out enjoying the Grampians!

BREAKAGES Guests are responsible for breakages or damage. Cost of breakages will be charged to the guest.

SMOKING **Strictly No Smoking** policy within the property. If there is evidence of smoking in Shady Gums there will be a \$200 charge.

CLEANING The property will be clean and neat when you arrive, we ask that you leave it in a similar condition. (dishes done / BBQ cleaned.) If extra cleaning is required it will be charged to the guest.

COVID 19 We care about the health and wellbeing of our guests.

Our cleaning methods ensure a high standard of cleaning and disinfection.

MAINTENANCE Please identify any maintenance issues on your feedback email that will be sent at the end of your stay. If anything is urgent call Andrew 0403319438.

MINIMUM STAYS Minimum stay (3 nights), long weekends (3 nights) and Easter (4 nights) , For bookings longer than a week, extra clean linen will be provided.

FIRES The **only** fires outside permitted are in the fire drum in its position by the creek subject to guidelines given by CFA website, HOWEVER

No outside fires in the fire drum during the months **November** through to **March** or on **TOTAL FIRE BAN DAYS** or as decided by property owners.

EMERGENCIES In the event of a Code Red – Catastrophic Fire Danger Day being declared for our region, (Wimmera Fire Ban District) **It is not safe to be at Shady Gums or Halls**

Gap.

Guests staying or about to stay will be contacted and advised to leave for the day until the danger has passed. We offer a refund of the days accommodation for any day declared code red fire danger.

PHONE There is no landline at Shady Gums, you need a mobile phone. Telstra has the best coverage.

Shady Gums reserve the right to change and add to these terms and conditions at any time and without notice.

Contact us if you have any questions regarding these policies.

We look forward to your arrival, enjoy your stay and.... most of all LOVE THE GRAMPIANS!!!!

/* This is to add text under the Book Now button*/