

# GENERAL TERMS AND CONDITIONS

By making a booking with *On the Terrace Stanley*, you (the lead guest) and your booking party (guests) agree to the following terms and conditions. These terms apply during your stay, and adherence is required. If you have any questions before booking, please contact us.

## Booking Process

To book with us, the lead guest must be at least 18 years old. The maximum occupancy per room is outlined in the room details on our website. If the person making the booking is not the lead guest occupying the property, they may be held responsible for cancellations, non-arrival, or damages.

Only the lead guest and listed members of the booking party are permitted to use the property and its facilities. Third-party visitors are only allowed with prior approval from us.

A full payment is required to secure the booking, payable online.

## Check-in and Check-out

Guests must check-in and check-out by the times stated below:

- Check-in: From 2.00pm on the arrival date
- Check-out: By 10.00am on the departure date

Late check-outs may incur additional charges as follows:

- \$30 for departures by 12:00 noon
- Beyond 12:00 noon, an additional night's fee may apply.

## Cancellation and Non-Arrival Conditions

If you need to cancel your booking, please inform us at your earliest convenience. Please note that any refunds issued will exclude any applicable merchant fees or booking-related expenses. The cancellation terms are as follows:

- 30 days or more before arrival - Full refund
- Fewer than 30 days before arrival and within 24 hours of booking - Full refund
- 7 - 29 days before arrival - 50% refund
- Fewer than 7 days before arrival or non-arrival - No refund

We recommend that guests secure appropriate travel or cancellation insurance.

In rare cases where we must cancel your booking due to circumstances beyond our control, our liability is limited to refunding any payments received. We reserve the right to cancel bookings without compensation if these terms are breached.

## Damages to Property

The lead guest is responsible for any damages caused by their party during their stay. This includes breakages, spills, stains, or damage to furniture and fittings. Any accidental damage should be reported immediately to minimise damage and associated costs.

**Lost keys** will incur a \$250 replacement charge to cover locksmith fees.

## Internet

Complimentary Wi-Fi is provided for in-house guests. The password can be found in the Guest Guide. We are not liable for any interruptions or faults in service that are beyond our control.

## Parking

On-site parking is available, limited to one vehicle per room. Guests park at their own risk.

## Pets and Service Dogs

Pets are not permitted in the accommodation, with the exception of certified service dogs.

## Rates

All rates are in Australian dollars and include GST. Rates are charged on a per-room, per-night basis.

*On the Terrace Stanley* reserves the right to correct pricing errors due to human or system mistakes. Special rates requiring a minimum stay will revert to the standard nightly rate if the booking is modified to fewer nights.

## Respect

Guests must respect the privacy and peace of other guests, neighbours, and the property owners. We reserve the right to terminate a booking without notice or refund if guests cause disturbances or fail to uphold this agreement.

## Smoking

Smoking is prohibited inside the property. Smoking is allowed only in designated outdoor areas, and all waste must be disposed of in the bins provided. Breaching the no-smoking policy may result in a penalty fee of up to \$250.

If you have any questions about these terms, feel free to reach out before confirming your booking.