



BOOKING TERMS & CONDITIONS

Thank you for choosing to stay at a one of Wheatbelt Luxury Escapes' properties. We look forward to welcoming you and trust you have a memorable and enjoyable stay.

Once you have paid a deposit or paid for your stay in full, you are agreeing to the following Terms and Conditions.

- BOOKING ENQUIRY** – booking enquiries are made through Wheatbelt Luxury Escapes' website. Property availability and rates are published on their website. All communication with Wheatbelt Luxury Escapes regarding the Guest's booking enquiry shall be via email.
- BOOKING CONFIRMATION** – the Guest's booking enquiry shall only be confirmed once full payment is received by Wheatbelt Luxury Escapes and the Guest receives a confirmation email.
- PAYMENT** – full payment is required to secure the booking. Full payment must be received at least 30 days prior to occupancy. If not, Wheatbelt Luxury Escapes reserve the right to cancel the booking and re-let the property. All payments must be received in Australian Dollars. Payment is accepted by the following methods: Visa, MasterCard and direct bank transfer.
- SECURITY BOND** – a security bond is mandatory for all bookings and is fully refundable after check out if the property is left in a reasonably clean and fair condition. The security bond will apply to each booking and is payable with the final payment prior to your stay. This security bond will be held for the duration of your booking until the property is inspected after your departure. You authorise Wheatbelt Luxury Escapes to take funds from the security bond to cover Wheatbelt Luxury Escapes for any costs or expenses, damages or other losses arising from the booking, including extra cleaning if required. Your bond, or balance after costs deducted, will be refunded to you within seven (7) days of departure via the method used to pay the bond.
- CHECK IN LETTER** – following receipt of your final payment or full payment to secure your accommodation booking, Wheatbelt Luxury Escapes will provide the Guest a Check-In Letter via email that will confirm details of the booking. The Guest shall supply a valid email address at their time of their booking enquiry.
- CANCELLATIONS & REFUNDS** – when cancelling your booking completely, we will refund any prepaid amounts (less a \$250 administration fee) if the property can be re-booked for the dates of your booking. If a substitute booking cannot be found, cancellation fees are as per the following schedule:



- Over 30 days before arrival date – 75% refund
 - 15 - 30 days before arrival date – 50% refund
 - 0 - 14 days before arrival date – no refund
7. **BOOKING CHANGES** – changes in booking dates comes under the same conditions for cancellations as above.
8. **CHECK IN** – check in time will be detailed in the Check-In Letter and is typically from 2pm. The Check-In Letter will also advise you on how to access entry to the property. An early check in time may be possible, however, this may only be authorised if it is requested by you at least one (1) week prior to arrival.
9. **CHECK OUT** – check out time is strictly 11.00am on the date of departure. Late departure is subject to prior arrangement and availability and extra charges may apply. The property must be secured with all windows and doors locked and any keys returned to the lock box each time the property is left temporarily unattended, and upon final departure. If you overstay your departure time by more than two (2) hours then Wheatbelt Luxury Escapes reserve the right to enter the property and remove your belongings. You will also be liable for an additional fee based on the daily property rental rate for the day (or part thereof) for any unauthorised overstaying.
10. **GUEST RESPONSIBILITIES & OBLIGATIONS** – the Guest shall be responsible for the Property during the Guest’s stay. The Guest shall take all reasonable care of the Property and at the end of their stay shall leave the Property including all utensils, fixtures, fittings and equipment on, in or about the Property in a clean and tidy condition. Additional responsibilities include:
- All guests and their visitors (if any) to read and abide by these terms and conditions.
 - All guests to report any issue with the Property to Wheatbelt Luxury Escapes immediately upon becoming aware of the issue. This includes any disturbance, damage, loss or any criminal matter relating to the Property.
 - Properties are to be used only for accommodation. Parties or commercial use is strictly prohibited.
 - All damages, breakages or extra cleaning is payable by the Guest to Wheatbelt Luxury Escapes from the Security Bond. The Guest is liable for any such costs over and above the amount taken as a Security Bond.
 - The number of Guests must not exceed the maximum number allowed and listed on the booking confirmation. If a property is reported to be overloaded, the Guests will be asked to vacate, with no refund.
 - Guests are not to move furniture around the property.



- Guests to ensure doors and windows are locked whenever the Property is vacated including departure.
 - Guests are expected to keep the property at a level of cleanliness that would be considered acceptable to an average person. Any unacceptable damage resulting from poor cleanliness will be charged to the Guest and deducted from the Security Bond. If cleaners are required to make additional charges these will be passed on to the Guest.
 - A departure cleaning fee is payable and is included in your booking information.
 - Guests are to consider other tenants and the neighbourhood at all times. Please keep your noise level or any disturbance to a minimum.
 - No responsibility is taken for guest's personal property left on or near the property. It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situations arise before or during your stay.
- 11. GUEST NUMBERS** – the Guest may only allow the Property to be occupied by the number of persons nominated in the Guest's application and under no circumstances shall the number of people occupying the Property be greater than that appearing on the Guest's application or the booking confirmation, whichever is the lesser. Wheatbelt Luxury Escapes reserve the right to refuse occupation of the Property to the Guest if the condition on the number of people intended to occupy the Property is not observed.
- 12. PARTIES & FUNCTIONS** – parties, weddings and functions of any kind are strictly prohibited at Wheatbelt Luxury Escapes' properties and, if evidenced, may be closed down immediately and result in the security bond forfeited in full. Wheatbelt Luxury Escapes also do not allow Leavers (aka Schoolies) and associated bookings and reserve the right to reject or revoke such booking.
- 13. NOISE & NEIGHBOURS** – Wheatbelt Luxury Escapes want our guests to have an enjoyable stay. However, we also respect the rights of our neighbours and other residents. Guests are required to keep noise levels to a minimum between the hours of 10pm to 7am any day or to 9am Sundays and Public Holidays. This includes but is not limited to loud music, shouting, loud vehicle noise or any other sustained noise likely to cause annoyance or disturbance to neighbours. Wheatbelt Luxury Escapes reserves the right to terminate with immediate evictions, including security deposit deduction in full, should this policy not be strictly adhered to.
- 14. SMOKING** – smoking is not permitted inside any property or on verandas or decks. Guests are requested to smoke outside and away from the Property. Any additional cleaning required to remove smoking smell from inside the property will be charged to the Guest and deducted from the Security Bond. Cigarette butts and the like are to be disposed of in provided bins; should cleaners be required to pick up and dispose of cigarette butts left in



garden beds or outside this additional cleaning will be charged to the Guest and deducted from the Security Bond.

15. **INTERNET SERVICE** – for properties that supply free internet access to guests, the following terms and conditions apply. By using the internet service, you hereby agree that Wheatbelt Luxury Escapes is NOT liable for any interception or transmissions, computer worms or viruses, loss of data, file corruption, hacking or damage to your computer or other devices that result from the transmission or download information or materials through the internet service provided. Guests are not permitted to download illegal material and will be responsible for downloads for the duration of your stay. Wheatbelt Luxury Escapes is not responsible for any interruptions in the internet service during your stay.
16. **PETS** – pets are not permitted at any Wheatbelt Luxury Escapes property unless the Guest has permission to bring a pet to a designated Pet Friendly property. Any breach of this condition may result in termination and eviction without refund and extra charges may be made for cleaning and other expenses. Where a property is designated as pet friendly, and Wheatbelt Luxury Escapes has agreed to pets being allowed to stay, pet owners will be responsible for the following:
 - Cleaning up after their pets, both inside and outside the property.
 - Bring all your own pet bedding and feeding bowls.
 - Pets must be house-trained and flea free.
 - Pets must be kept under control at all times and not be allowed to roam or wander onto neighbouring properties and dogs must not be left unattended at the Property to bark or disturb the neighbours in any way as a noise complaint may affect the return of your Security Bond.
 - Some Wheatbelt Luxury Escapes' Properties have livestock on the property. For these properties Guests must keep their pet away from livestock and shall ensure that their pet does not chase or agitate any livestock. Penalties for breaching this requirement may include immediate withdrawal of accommodation with no refund and loss of Security Bond.
 - Pets are not allowed on the furniture, on beds or in any bedrooms at any time. Damage to property or mess caused by pets may incur extra cleaning fees. Any such fees will be removed from the Security Bond or charged to the Guest's credit card if the Security Bond amount is exceeded.
17. **DAMAGES OR BREAKAGES** – Guests are to notify Wheatbelt Luxury Escapes of any damages, breakages or faulty appliances during their stay, even if they think it is fair wear and tear or not their fault. Wheatbelt Luxury Escapes will endeavour to rectify the issue as soon as possible and/or arrange for the cost of the damaged item to be deducted from your



Security Bond. If you do not notify us of any such damage before your departure you may be liable for the full replacement cost of the item.

18. **FIRE PITS** – if the Property you have booked has a fire pit, these shall only be lighted if there is no fire ban in the region. It is the Guest’s responsibility to enquire with the appropriate authorities prior to lighting the fire pit. A small supply of wood for the fire pit is supplied on the Property. Additional wood can be purchased by the Guest from the local hardware.
19. **FIRE PLACE** – if the Property you have booked has a fire place, a small supply of wood for the fire place will be supplied on the Property. Additional wood can be purchased by the Guest from the local hardware.
20. **RUBBISH** – rubbish bins are provided with all properties. Please ensure that all rubbish is removed from your property and placed in the bins provided upon departure. Please check for rubbish collection day in your guest information booklet. You are required to place the bin on the kerbside facing the road for collection and return the bins if not checking out that day. Do not leave rubbish on kerbside. Any additional rubbish removal from the property will be charged to the Guest.
21. **WATER CONSUMPTION** – Wheatbelt Luxury Escapes’ properties are located in regional Western Australia where water is a precious commodity. Guests are requested to keep water usage to as minimal as possible.
22. **RAIN WATER** – some Wheatbelt Luxury Escapes’ properties are located remotely and are not connected to scheme water. These properties have rainwater tanks, which collect rainfall runoff from the house roof and may also be topped up with potable water delivered to the Property. If the water level in the rainwater tank falls to a low level, Guests are requested to immediately contact Wheatbelt Luxury Escapes.
23. **WORKING FARM** – some Wheatbelt Luxury Escapes Properties are located within working farms and may contain sheds and machinery. Guests are requested to not enter any sheds or climb over or operate any machinery. From time to time, farm workers or contractors may access these sheds or machinery during your stay. These workers will be organised by Wheatbelt Luxury Escapes and will be instructed to be as discrete as possible so as to not interrupt your stay. We apologise for any inconvenience this may cause.

Guests accessing Properties within a farm are reminded to stay on designated tracks and to not drive on paddocks or crops. No driving off existing tracks is permitted. Penalties for driving off tracks may include forfeiture of the Security Bond or additional damages charges.

Livestock may also be grazing in paddocks on Wheatbelt Luxury Escapes properties. Guests are requested to stay clear of livestock, to not disturb them and to close all gates when



accessing through these. No responsibility is taken for Guests who may be injured by attempting to get close, pet or chase livestock. Penalties for breaching this requirement may include immediate withdrawal of accommodation with no refund and loss of Security Bond.

24. **GATES** – there are gates at all Wheatbelt Luxury Escapes Properties, particularly those located in farming areas. Guests are reminded to close all gates behind them if they were closed when they accessed the Property.
25. **FIREARMS** – Guests are not permitted to bring any firearms onto Wheatbelt Luxury Escapes Properties, including those properties located on farming areas.
26. **TRAVEL INSURANCE** – it is recommended that all guests purchase comprehensive travel insurance to cover their booking. Wheatbelt Luxury Escapes accepts no responsibility for any injuries, illnesses, incidents or accidents that may occur to guests or their visitors whilst staying at the property or travelling to and from the property.
27. **GUEST'S PROPERTY** – all personal belongings, baggage, vehicles and other property of the Guest of any description shall be the risk of the Guest at all times and Wheatbelt Luxury Escapes accepts no responsibility for any loss or damage thereto.
28. **ITEMS LEFT BEHIND** – Wheatbelt Luxury Escapes must be notified immediately of any items left behind by guests or their visitors. We will happily return lost items by post upon prepayment of postage and packaging.
29. **GUEST INFORMATION BOOKLET** – included in each Property will be a Guest Information Booklet (typically located in a kitchen drawer). The Guest Information Booklet has information on the Property including operating instructions for appliances together with information on local attractions and events. Guests are requested to not take any information out of the booklet and to leave it at the Property upon departure.
30. **DEFINITIONS**
 - **You, Yours and Guest** means the person responsible for the booking.
 - **Us or We** refers to Wheatbelt Luxury Escapes.
 - **Owner** means Wheatbelt Luxury Escapes.
 - **Visitor** means a person a guest permits to visit the property during the booking, who does not stay overnight.
 - **Property** means the short-stay accommodation, including all its internal and external fixtures, fittings and equipment.
 - **Booking** means the period for which the guest has paid to stay at the property.
 - **Deposit** means any payment made to secure the booking.



- **Security Bond** means an amount nominated by us to be held as security against any damages, breakages, losses or excess cleaning charges arising from the use of the property by guests or visitors.
- **Check-in Letter** is the email guests receive after full payment. This email explains the check-in information relating to their booking as well as details the property address and arrival and departure dates.
- **Guest Information Booklet** is a set of written guidelines and instructions found at the property.