

# Tennessee Hill Chalets

233 Piggot Martin Rd.  
Youngs Siding, WA6330  
Australia

Ph 0429 678 676

[info@tennesseehill.com.au](mailto:info@tennesseehill.com.au)

[www.tennesseehill.com.au](http://www.tennesseehill.com.au)

## Terms and Conditions

Page 1/2

### **Payment policy**

1. One night payment is required at booking. This deposit confirms the booking
2. A booking during Christmas period and public holidays requires full payment 30 days prior to arrival
3. Should the deposits not be received then the operator reserves the right to cancel any booking submissions
4. All rates & charges must be paid by cash or credit card prior to occupancy unless prior arrangements have been made. On arrival the guest will provide his credit card details to guarantee and cover any additional fees that may occur.
5. On arrival any outstanding monies are to be paid directly to the operator

### **Cancellation policy**

6. An administration fee of \$50 applies to:
  - cancellations
  - change of booking dates in respect to confirmed bookings
7. If the cancellation occurs 30 days or more than the scheduled arrival date, a full refund of the amount paid less \$50.00 cancellation fee will be given
8. If the cancellation occurs less than 30 days from the scheduled arrival date, the amount paid is non-refundable and will be forfeited
9. If the accommodation is rebooked for the entire booking a refund may be given at the operator's discretion
10. The operator reserves the right to cancel any booking, due to unforeseen circumstances, giving at least 7 days notice prior to check in. In such instances a full refund of the deposit will be given and every endeavour will be made to locate alternative accommodation

### **General**

11. The chalets are totally non-smoking. There will be a non-refundable charge of \$250 if smoke is detected in the chalets
12. The guest will be liable to pay any charges incurred by any guest including replacements and costs for damage or loss to the property or common property and its contents
13. The property is to be left clean and tidy with all dishes washed and put away and all rubbish bagged and put into bins. To avoid an excessive cleaning charge of \$50, please leave the property well presented
14. The property must not be used for unlawful purposes.
15. Occupancy commences and ends on the date as shown on the confirmation. Check-in at the commencement of occupancy is 2pm and latest check out at the end of the occupancy is 10am (unless special arrangements have been made). A late check-out fee of \$40 will apply if not authorised by the operator
16. Key can be collected during normal business hours unless otherwise arranged
17. The main entrance door must be left locked upon check-out. If you lose the key and we are required to unlock or provide another key, a \$50 key charge is payable.
18. Only the number of people designated on check-in may stay in the property overnight.
19. Animals or pets are not to be brought onto the premises unless special arrangements have been made prior to check-in as part of the holiday arrangement.

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Page 2/2

20. Any bylaws, rules etc. of the property must be adhered to along with any reasonable direction given by the operator
21. There are no refunds for early or unscheduled departures.
22. If the guest receives a warning or the occupancy is terminated, and the guest fails to comply with the vacation notice, the operator will be authorised to do whatever is legally required to enforce the eviction of any Guest and the removal of the Guests property.
23. On departure the keys must be returned by 10 am on the day of departure unless otherwise arranged. Non return will result in \$50 key replacement charge
24. The operator may inspect the property at any time giving reasonable written notice to the guest and furthermore, at any time without notice should the operator opinion be that there is, has been or is likely to be a breach of these terms and conditions.
25. The operator's description of the property and facilities are made in good faith and no responsibility for misdescription or misinterpretation is accepted.
26. The operator takes no responsibility for any property left by a guest at the premises (Please check all wardrobes and drawers before vacating the property). The operator takes no responsibility for loss or damage to property stored on the premises, including vehicles left on the property.

### **Summary of fees:**

- DETECTION OF SMOKE \$250.00
- LATE CHECK-OUT \$40.00
- EXCESSIVE CLEANING \$50.00
- LOST KEY \$50.00
- CANCELLATION FEE \$50.00
- ADDITIONAL BEDS USED AND NOT BOOKED WILL BE CHARGED STANDARD RATE
- DAMAGES TO PROPERTY ARE AT COST