

## Terms And Conditions – Rollers Retreat

**Privacy Policy:** We will only use personal information provided by you for the purposes for which it was collected. We will take all necessary measures to prevent unauthorised access or disclosure: and ensure that your personal information is not disclosed to other institutions and authorities outside of our booking engine Room Manager.

**Pricing:** Prior to making bookings, it remains the responsibility of every customer to check the availability and prices. Prices are subject to change without notice. We reserve the right to alter itineraries at any time as a result of fire, flood, extreme weather conditions or any other circumstance beyond their control.

**Online Bookings & Payments:** Reservations for our property are exclusively managed by Accessible Accommodation. [Accessible Accommodation - Rollers Retreat Phillip Island Accessible Accommodation](#)

**Booking restrictions:** The responsible renter must be at least 21 years of age, guests under 21 are welcome but must be accompanied by a parent or guardian.

**Payments:** Full payment is due at the time of booking. Payments can be made online via Secure Pay.

### **Cancellation Policy:**

All reservations require full payment or payment confirmation from a plan manager/fund reservation has been received/processed at the time of booking. Bookings become non-refundable 90 days from check in although they are transferrable to alternative dates at the same property. New dates booked must be of equal or higher monetary value. For changes made to bookings within 7 days of check in a cancellation fee of 100% of the booking cost will be charged. We do not offer refunds or reschedule bookings due to weather events, traffic delays or natural disasters. You are encouraged to take out travel insurance to cover such events. No refunds will be given for late arrivals, early departures, or unused days of your holiday rental period. Any changes or cancellations must be made via email to [bookings@theaccessiblegroup.com](mailto:bookings@theaccessiblegroup.com)

**Damages & Repairs:** You will be charged at cost to repair or replace items if there is malicious, deliberate, or negligent damage to the property. You become financially responsible for any and all damage and loss to the property and its contents from the date and time you check in, to the date and time you check out. To avoid blame, you are required too immediately notify us if anything is amiss when you arrive at the property.

**Arriving/Departing:** Check in: 2pm, Check out: 10am.

**Guest Information & Obligations:** Please treat the property with respect and leave it in the same condition it was in when you arrived. It is a condition of your stay that you adhere to our Terms and Conditions and leave the property promptly after completing the departure checklist that is clearly displayed at the entrance area. As the responsible renter, you agree to be an occupant of the property for the entire duration of the stay. All other occupants will be family members, friends, other responsible adults over 21, or accompanied by a parent or legal guardian.

**Maximum Guests:** Our house is registered with Bass Coast Shire Councils Prescribed Housing Scheme for up to 7 guests. It is against Health Department Regulations for more persons to occupy this property.

**Keys:** You must be responsible for the house keys during your stay. Lost keys will need to be replaced by a professional locksmith and you will be held responsible for the cost incurred.

**Cleaning:** The house will be cleaned prior to your arrival. Please keep it clean and leave it how you found it if excessive cleaning is required over and above a standard clean upon your departure, you will be charged the cost.

**Rubbish:** You must take any excess rubbish that does not fit in the provided bins when you leave. If it is bin night during your stay (Monday night), please put the bins out on the kerb. You will be charged the dispose fee and labour if excess rubbish is left at the property or if the garbage bins are not put out on bin night as requested.

**Loss and Damage:** All damages, breakages or losses to the property, furniture, and furnishing are to be reported immediately.

**Children:** Please supervise carefully, always taking into consideration fencing and cleaning chemicals.

**Issues during your stay:** If you encounter an issue contact us 0488271699 immediately so that we can attempt to fix it. We will not be able to consider compensation unless we have been afforded the opportunity to solve the problem. Should a tradesperson be called to the property and the issue is deemed to be caused by a guest or because a guest has not followed instructions, then the guest will be responsible for payment of the invoice for the tradesperson.

**Smoking:** No smoking inside the house and sunroom. If you need to smoke, please do so away from the property doors to ensure that the smoke does not enter. If evidence of smoking inside the property is detected, you will be charged for steam cleaning of rugs, lounge suites and furniture, laundering of all soft furnishing and linen, plus replacement of linen were necessary.

**Third party services:** Should you engage the services of a third party during your stay, such as a personal care company, it is your responsibility to ensure that they adhere to these Terms and Conditions and hold appropriate Public Liability insurance.

**No Party Policy:** We have a strict 'no party' policy. Only the guests staying at the property are permitted to be present. If there is, or is evidence of a party/function, you will be asked to vacate the property and charged for any no standard cleaning and damages to the property.

**Noise:** This property is a privately-owned home in a residential area. You and other occupants agree to conduct yourselves throughout your stay in a manner that is respectful to neighbours. Noise must be kept to the minimum 10pm and 8am.

**Security:** To prevent theft or damage to furnishings or your personal property, please close and lock doors and windows when you are not present at the property and at check out.

**Assistance Dogs:** Your assistance dog is most welcome, but not on the furniture or beds (if you need to sleep with your animal, please bring your own bedding and linen). If evidence of a pet is discovered on furniture or our bedding you will be charged for steam cleaning of furniture, mattresses and the laundering or replacement of linen. All pets must be registered assistance dogs and registration number provided at the time of booking. Any mess, including outdoors, must be wrapped and placed in outside bins. Pet bedding must be supplied by guest.

**Criminal Activity:** Use of the property for any criminal activity is of course prohibited and may result in fines or prosecutions. This prohibition extends to use of the property's internet service, for criminal activity.

**Lost property:** Guests are solely responsible for their belongings whilst staying at the property and are required to take the usual steps to prevent any property loss, including locking premises and vehicles when not attended. If personal property is left behind, it is the guest's responsibility to arrange its return by providing a suitable prepaid satchel or by arranging collection.

**Owner Limitations of Liability:** We have taken great care to describe our holiday accommodation as accurately as possible. Situations may arise in which we have no control of due to unforeseen damage. We reserve the right to ask the guests to leave the property and will offer a full or partial refund.

**Specialty equipment:** A portable hoist, electric single and king bed and shower chair is provided. Please only use these items if you have been professionally trained to do so, we do not accept liability for any injury to the guests during the rental period.

**Travellers Feedback:** Please kindly leave a review on Facebook/Google and tell you friends and family about us.