Please be advised that by requesting a stay for your accommodation you are accepting the following Terms and Conditions.

***Terms & Conditions***

The person booking the accommodation is responsible for the property and for ensuring all guests and visitors of the premises are aware of said terms & conditions.

At the time of the booking, the Agent will describe the premises and position to the best of their ability and as accurately as possible, and will not accept responsibility or refund for any alleged miss-description.

Views on Prospect reserves the right to make changes or alter these booking conditions. All reservations are subject to Landlord confirmation.

Please note that we do not allow properties to be inspected prior to your booking request or stay. We do however have plenty of photos that we are more than happy to provide to you via email.

**24-HOUR CANCELLATION PERIOD:**

A 24-hour ‘change of mind’ policy applies to all bookings at Views on Prospect. Guests may cancel their stay fee-free within 24 hours of the booking confirmation sent via email from viewsonprospect@gmail.com

**CANCELLATION POLICY:**
All Views on Prospect cancellations, for both *The House* and *The Studio*, must be provided in writing and emailed to viewsonprospect@gmail.com

Please ensure you include your Booking Reference number (found in your booking confirmation email), Full Name, and the dates of your arrival and departure.

* The $450.00 bond will be forfeited due to cancellation after the 24-hr cancellation period.
* If cancellation is requested after full-payment has been made/within 14 days of stay, refunds will be approved/denied on a case by case basis

**LANDLORD CANCELLATION:**Whilst Views on Prospect has confirmed the initial booking, Views on Prospect reserves the right to change or cancel the booking at any stage due to personal reasons or for the purpose of selling the property. In the event alternate accommodation cannot be agreed upon, the full booking amount will be refunded to the guest.

**COVID-19:**
All bookings made will be non-refundable after the 24-hour cancellation period. If a booking is cancelled due to the COVID-19 pandemic, a credit will be offered to rebook the same property subject to availability and within 12 months from your original check in date.

**For further information on current COVID-19 regulations in South Australia, please visit**[**https://www.covid-19.sa.gov.au/**](https://www.covid-19.sa.gov.au/)

**YOUR RESERVATION:**
The premises are let to you for holiday purposes only and are only available for the dates shown on your booking confirmation. All bookings are taken in good faith by us and may be subject to change for various reasons.

Views on Prospect will not accept responsibility for the actions or changes made by guests within the dates of their stay.

Views on Prospect reserve the right to cancel any booking should anything arise, which in our opinion absolutely renders the booking impractical. In either event, we shall notify you as soon as possible and do our best to arrange alternative dates suitable to you, failing which all deposit monies paid will be refunded, but no other claim, right or action or demand shall exist in or be made by either party.

Persons must be over 18 to make a booking. Adult supervision must always be present when residing in one of our holiday rental properties.

Guests will not remove or reposition any of the furniture, fittings and/or effects from the premises. Guests will not sublet the whole or any part of the premises.

**PEAK/HIGH SEASON RESERVATIONS (Summer School Holidays):**
We endeavour to accept a 5-night minimum stay in the months of December and January, please consider when requesting a stay.

Availability must be approved by the property owner before confirmation is granted. (A 5-night request will be considered over a request for lesser nights.)

**LINEN:**
Linen and towels are provided at the property for the total number of guests approved in the booking confirmation. Quilts with quilt covers and pillows are provided. Linen is required to be used on all beds throughout the property. Should our cleaner believe that linen was not used the guest(s) will be responsible for the cost of laundering all bedding.

**BOOKING FEES & PAYMENTS:**
You agree that you will only make legitimate reservations for you or another person for whom you are legally authorised to act. Any speculative, false or fraudulent booking is prohibited and may result in you being denied access to future bookings on the site.

You acknowledge and agree that it is your responsibility to pay the bond and full accommodation fee prior to their respective due dates, and that your bond may be forfeited if you fail to comply with the terms and conditions listed in this document;

* When paying for your booking online the total transaction value for a booking is split into two portions:
(a) the refundable bond of $450 and
(b) the full cost of your accommodation
You may pay both portions (the full amount) of the Booking Value up-front or pay the bond initially (at the time of booking) and subsequently pay the remaining balance. The remaining balance must be fully paid 2-weeks prior to your stay. Where the stay commences in less than 2 weeks from the time of booking, the full Booking Value (bond + full cost of accommodation) must be paid up-front.
* You may pay via Direct Bank Deposit *OR* PayPal
* If you do not pay the remaining balance by the due date and it remains overdue for more than one week, Views on Prospect will deem the booking to have been cancelled by you and you will forfeit your bond, meaning your bond will NOT be refunded.

**FORFEIT OF BOND:**

You acknowledge and agree that Views on Prospect reserve the right to retain your bond in relation to the following;

* Damages/breakages to the property at cost, including damage to;
	+ Furniture
	+ Homewares and décor items including mirrors, wall art and books
	+ Kitchenware
	+ Appliances, including televisions and sound systems
	+ Walls and paint
	+ Utilities, including heating and cooling appliances
	+ Windows and doors, including keyholes and locks
	+ Flooring, including carpets and floor rugs
	+ Outdoor garden/backyard/courtyard/driveway
	+ Outdoor kitchen
	+ Bathroom facilities, including the spa, taps and other fixings
* Additional cleaning (including dirty BBQ and the removal of excess rubbish)
* Replacement of lost keys, remote controls
* If we or our cleaner/gardener discover that pets have been present at the premises during the time of your stay
* If we believe a party has been held on the premises during the time of your stay

**ARRIVAL & DEPARTURE TIMES:**

* High Season – strictly 2.00pm check-in & 10.00am check-out (late check out departures will incur a fee of $50.00 per hour over)
* Off peak – 2.00pm check-in & 10.00am check-out unless negotiated otherwise with Views on Prospect

**KEY COLLECTION:**
Keys are stored in a lockbox on the property and collected upon arrival. You will be informed of the lockbox code prior to arrival.

Guests are responsible for the safekeeping of keys and if lost during a stay, guests will be required to replace the keys at their own expense. Duplicate keys are not always available. If duplicate keys must be given to guest(s) a $30.00 service fee will apply, this will be deducted from your bond.

If replacement keys are also lost, then all locks on the premises must be changed at the guest(s) expense. This cost will be deducted from your bond/added to your remaining payments.

Should a guest lock themselves out of the premises outside of business hours a $30 call out fee will apply. This will be deducted from your bond.

The lockbox is under 24/7 surveillance, so key return will be monitored. Keys not returned by check-out time will incur a $50 late charge per hour over. This will be deducted from your bond.

**OCCUPANTS:**
The number of occupants (including children) must not exceed the number of occupants listed on your booking confirmation. Failure to adhere to this requirement may incur immediate termination of your booking and/or complete loss of your bond.

Caravans and tents are not permitted at any times.

**PARTY CELEBRATIONS**
Please note that Views on Prospect has a strict ‘no party’ policy. Failure to comply with this policy may result in the eviction of guests and the loss of any bond or payments made.

**PETS:**
Pets are not permitted at Views on Prospect.

If damages are found to be caused by your pet and/or extra cleaning is required, you will incur an additional charge which will be deducted from your bond.

**SMOKING ON PREMISES:**
Guests acknowledge and agree that all of our properties have a strict **‘no smoking’**policy inside the property.

Should you wish to smoke please do so outside and far enough away so that the smell cannot enter the premises.

All cigarette butts are to be removed from the property. Failure to do so will incur a fee and it will be deducted from your bond. Illegal drug use is forbidden at Views on Prospect.

**LOUD/ ABRASIVE GUESTS:**
Guests that cause nuisance or annoyance to adjoining or neighbouring properties/occupiers will have their booking terminated immediately. No refund will be offered. Guests are to abide by the EPA Guidelines in regards to noise levels at all times.
A call out fee of $50.00 per hour will be charged should a member of our team have to visit/attend the property.
Authorities will be contacted if guests refuse to adhere to the EPA Guidelines or vacate the property upon request.

**CLEANING:**
Any issue with relation to the cleanliness of the property needs to be reported to our team within an hour of your arrival, in order for us to rectify the problem for you immediately.
On departure, the premises is to be left in a neat and tidy condition. A checklist with guidelines is provided upon arrival. All rubbish is to be removed from the property or placed in rubbish bins, which are to be placed on the curb when vacating.  Failure to put the bins out will incur a dumping fee.

**BBQ:**
All BBQs must be thoroughly cleaned prior to departure, failure to do so will incur a $70.00 fee deducted from your bond.

**DAMAGE/ACCIDENTS:**
All damages, breakages or losses to the property, furniture and furnishings or any damage resulting from an accident are to be reported to the agent and paid for by the guest immediately. Should you discover a default or breakage when you arrive please advise our team or we will consider the damage to be the responsibility of the current guest and charge accordingly.

**REPAIRS:**
We endeavour to have any repairs to appliances attended to as soon as possible once a guest has reported it. However, due to unforeseen circumstances (e.g. having to order parts or non-availability of trades people) the immediate repairs may be beyond our control. No responsibility is accepted by Views on Prospect for these unforeseen circumstances.

There will be no refunds or discounts deducted from tariffs for unusable appliances awaiting repairs.

You are required to allow repair and/or service personnel to enter the premises for the purpose of conducting any repair of service deemed necessary by Views on Prospect.

**SECURITY:**
Upon departure please ensure: All doors, windows, gates are locked. Electrical appliances, heating & cooling switched off.

Please leave refrigerator, freezer as found.

**WASTE REMOVAL:**
Council Green waste and Recycle bins are supplied at each property and to be used only as directed.

It would be greatly appreciated if guests put red-lid bins on the roadside MONDAY NIGHT prior to scheduled collection the following morning.
Please do not overfill the bins and ensure that lids are properly closed. It is the guest(s) responsibility to remove excess waste from the property.

Please ensure that the correct waste materials are deposited in the bins.
Only Council supplied bins are to be used.

Any other waste materials that are left at the property will incur a minimum collection fee/charge of $50.00 + dumping charges.

**SPA BATH:**
Please ensure that correct instructions are adhered to when using the spa.

Please ensure that clothes & rubbish are not left in the spa as this causes damage to filters & pumps.

Failure to adhere to these instructions will incur additional charges to the guests and will be deducted from their bond or added to their remaining payments.

**SEPTIC SYSTEM:**
Please DO NOT flush foreign objects down the toilet/drain.

If a plumber is required to attend the property and the guests are found responsible for the blockage – all repairs will be charged to the guests.

**CAR PARKING:**
3-5 cars may fit on the premises – 2-3 in the cul-de-sac driveway and 2 in the driveway on the left-side of the house. Please ensure that the driveway leading to The Studio (the right-side of the house with the garage door) is left clear unless you have booked The Studio.

**ITEMS LEFT BEHIND:**
Guests acknowledge and agree that any items lost or left behind are not the responsibility of Views on Prospect. It is not the responsibility of Views on Prospect to search for missing items or post items back to guests. Any items found may be posted to guests at an additional charge.

**ITEMS YOU MUST BRING WITH YOU:**
Beach towels and beach equipment.

Views on Prospect will not be held responsible for limited/short supply of household items.

**PRIVACY POLICY:**
The personal information that the Guest(s) provide is necessary for Views on Prospect to verify the Guest(s) identity, to process and evaluate the application and to manage the holiday letting and premises.

Personal information collected may be disclosed to other parties including the owners, referees and third-party operators of tenancy databases. Information already held on tenancy databases may also be disclosed to the owner.

If the guest(s) fail to comply with their obligations under this agreement, that fact and any other relevant personal information collected about the tenant during the course of the holiday letting may also be disclosed to the owner, third party operators of tenancy databases and/or other agents or as allowed pursuant to the Privacy Act.

If the guest(s) would like to access the personal information Views on Prospect holds, they can do so by contacting viewsonprospect.com via email. The guest(s) can also correct this information if it is inaccurate, incomplete or out-of-date. If the information is not provided, Views on Prospect may not be able to process the application and manage the tenancy.

**WILDLIFE:**
Our properties are maintained and cleaned regularly, however, wildlife is common in the country and coastal areas. Views on Prospect and/or the owner do not accept liability nor will any compensation be offered for the unfortunate or seasonal visits of any wildlife including, but not limited to, rodents, insects, cockroaches, kangaroos, snakes, etc.