

Bank on the Goulburn

Terms and Conditions

1. Payment of the holiday accommodation rental fee constitutes the clients acceptance of these Terms and Conditions.
2. The operators will make every effort to ensure the property is available as booked. However, the operators reserve the right to make alterations to bookings due to unforeseen circumstances.
3. To secure your holiday booking, the balance must be paid 30 days prior to the commencement of the booking. Payment may be made by MasterCard, VISA, direct deposit, cheque or money order,
4. Keys will be made available from our nominated agent once payment has been received in full. Should you be arriving after business hours, please let us know in advance so that alternate key arrangements can be made. Upon departure all keys are to be returned to our nominated agent. Should you be departing outside office hours, please place the keys in the mail box at the front (side) door.
5. All premises are to be left in a satisfactory clean and tidy state, including all garbage wrapped and emptied into outside garbage bin at the bottom of the drive and washing up done. In the event of excessive cleaning requirements, an extra cleaning fee will be charged to the guest's account. The gates are to be closed upon departure from the property.
6. Strictly no parties are allowed at Bank on the Goulburn.
7. Pets are not allowed at Bank on the Goulburn.
8. Smoking is not permitted inside Bank on the Goulburn.
9. Any damage, breakage or loss of furniture, furnishings, equipment, locks or keys is to be reported immediately and paid for at cost, other than acceptable wear and tear. Please note, that our cleaners do a detailed inventory check both before and after your occupation.
10. Credit card details are kept as a security deposit (bond) which is required to cover all additional costs incurred as a result of breach of these Terms and conditions including any breakage, damage or excess cleaning requirements, which occur due to the client occupying the premises. Credit card details are required at the same time as the balance amount.
11. The number of guests should not exceed the number stated on the Confirmation Notice. Additional fees of \$30 per person per night will apply for excess guests not notified to the operators in advance. Any visitors must vacate the property by 8:00pm.
12. The operators take no responsibility for the client's personal property left on the premises.
13. Check-in time is 3:00pm. Check-out time is 11:00am. The client must vacate the property by the check-out time unless agreed with the operators in advance that they may stay longer. Without prior agreement, additional late departure fees will apply at the nightly rate.
14. The client making the booking must be 18 years or over and agree to take full responsibility for the temporary rental of the property.
15. Furniture, fixtures and fittings are not to be altered or moved between rooms. The BBQ must remain in the backyard.
16. Under no circumstances should keys be left on the premises.
17. For call outs, outside of office hours, a \$75 fee will be levied. ie. if you lose your keys or lock yourselves out.
18. In the event of a cancellation by the client, the deposit is non-refundable, unless the property is re-let for the entire period of the cancellation. A \$50 cancellation fee will then apply. If the client has paid in full, this amount is non-refundable, unless the house is re-let for the entire period of the cancellation. A \$50 cancellation will also apply.