



BOOKING INFORMATION AND CONDITIONS

Bookings are made with Halcyon Bay as agents for the owners of each house. The following terms and conditions apply to your booking and it is important that you read them carefully.

BOOKINGS

- We welcome you to view the property prior to booking either in person or on our website www.halcyonbay.com.au.
- Guests hereby accept the premises as booked and cannot be relocated.
- We accept no responsibility for incorrect house choices, particularly regarding telephone bookings.

BOOKING INFORMATION

- A deposit of 30% of the tariff is required at the time of booking.
- If a booking is made less than one month prior to arrival date then full payment of the tariff is required at the time of booking.
- Tariffs do not attract GST.
- Payment may be made by Credit Card (Visa or Mastercard). Up to a 2% fee applies to credit cards depending on Visa/Mastercard and Credit or Debit.
- Payment may also be made by EFT (Electronic Funds Transfer) to BSB 016 580 Account Number 290371335. Please use your surname as the reference These payments do not incur a fee.
- Balance of the account is due one month prior to arrival. A reminder email will be sent at this time to confirm which payment option you would prefer.

CANCELLATION POLICY

- We understand that under certain circumstances you may need to change your plans. Please be aware that a cancellation fee will apply. Cancellations need to be in writing via email.
- If the booking is cancelled **more than one month** from the scheduled date of arrival any deposit paid will be refunded, less a \$100 administration fee, **providing we are able to re-book the property**. If we are unable to re-book the property the **deposit is forfeited**.
- If the booking is cancelled **less than one month** from the scheduled date of arrival you will be **liable for the full value** of the booking unless we are able to re-book the property.
- For bookings through other portals (AirBnB, HomeAway etc) please refer to your booking confirmation for specific cancellation policy.
- Travel insurance is strongly recommended to protect you against loss of deposit or accommodation tariff due to unforeseen circumstances.

RIGHT TO REFUSE OR REVOKE BOOKINGS

- The Managers of Halcyon Bay and the Property Owners reserve the right to revoke or refuse to honour any accommodation booking which may, in the opinion of either the managers or owner (and at their sole discretion), be unsuitable for the property concerned. The same right to revoke or refuse a booking applies should details given of the guests prove to be inaccurate.

CHANGES TO ACCOMMODATION

- If the House you have booked is not available for any reason, we reserve the right to either request to relocate you to a similar property at no extra cost, or cancel the reservation and provide a full refund. If this occurs, we will endeavour to give you as much notice as possible.

LEAVERS WEEK

- Halcyon Bay does not accept Leavers, with or without parents. If any Leavers related booking is evident on arrival the **full payment will be forfeited** and you will be asked to leave the resort.

NUMBER OF GUESTS

- The property may only be occupied by the number of people it is set up for as described on the website.

BOND

- A credit card authority to cover any losses or damage is required prior to occupancy.
- If incoming guests are unable to supply credit card details a bond of \$1000 is payable either prior to or on arrival.
- Any damage or breakages must be reported to the office before departure and may incur a charge. If there is unreported damage or breakage, or items missing in the house an appropriate charge will be applied to your credit card to cover the cost of repair or replacement.

BABY NEEDS

- Portacots and high chairs are available for hire. Please ensure you request these at time of booking.

LINEN/TOWELS

- Bed linen, tea towels, and bath towels are all provided. Please note that beach towels are not provided, nor is linen/bedding for portacots.

CONSUMABLES

- A starter pack is provided consisting of tea, coffee and sugar. Washing up liquid, scourer, dishwashing cloth and some dishwashing tablets are also provided as well as two toilet rolls for each toilet. Please note these items are provided as a starter pack for your convenience. **If you run out you will need to replenish the items for the duration of your stay.**

SERVICING

- If upon arrival the property or contents fail to meet acceptable cleaning standards every endeavour will be made to rectify the problem. However, this shall not constitute grounds for cancellation or refund.
- Halcyon Bay houses are fully self-contained and daily servicing is not provided. For stays of ten days or more a complimentary mid stay linen change is available on request.
- Departure cleaning is included in the rental price. Please assist by leaving the premises clean and tidy; guests are not required to strip beds.

HOUSE CONTENTS

- Each house is privately owned and has been furnished and equipped by the owner. Items must not be moved between the houses. Any items that are missing will be charged for accordingly.
- All facilities are presented in good faith but due to unforeseen circumstances beyond our control we do not guarantee the availability of any particular item or service during your stay though we will make every reasonable effort to ensure all is in order.
- Each house has its own gas BBQ. If you need a replacement gas bottle please see the managers.

FAULTS & MALFUNCTIONS

- All properties under Halcyon Bay Management are privately owned and are rented on a fully self-contained basis. We do our best to ensure the houses are equipped and maintained to a high standard. In the event of faults and malfunctions of appliances or other facilities there is no obligation from the owner or Halcyon Bay Management to compensate or discount.
- Please report any faults or malfunctions to the managers as soon as they arise.

FOXTEL

- Not every house has FOXTEL so please check when booking if this is important to you.

ARRIVAL AND DEPARTURE TIMES

- Check in time is after 2pm. If you expect to arrive after 5pm please call 9759 1919 to make arrangements for picking up the key.
- Early check in may be possible if requested prior to arrival.
- Departure time is by 10am unless otherwise agreed.
- No refund will be made for any unused days of a booking.

PETS

- Currently Houses 2, 16 and 22 are the only houses which will accept pets. Other houses **may** accept pets but this is strictly by negotiation.
 - A fee of \$50 per stay applies to pets.
 - All excrement to be picked up and disposed of appropriately, **including** any in the garden.
 - Dog to be on leash at all times in public areas.
 - Dogs are not to be left at home while guests are out touring all day; this is not fair on the dog or the neighbours.
 - Excessive barking will not be tolerated and the dogs will be asked to leave
 - Repairs to any damage done to carpet, furniture etc by the dogs will be charged to the guest
- Requests for pet accommodation **must be approved in writing** at the time of booking.

PARKING

- As per Strata By-Laws the number of vehicles must not exceed the maximum number able to be accommodated in the driveway at each house as follows:

HOUSE 2 – Two	HOUSE 3 – Four	HOUSE 4 – Three	HOUSE 5 – Two
HOUSE 6 – Two	HOUSE 7 – Three	HOUSE 11 – Four	HOUSE 12 - Three
HOUSE 13 - Four	HOUSE 14 – Four	HOUSE 15 – Three	HOUSE 16 – Three
HOUSE 17 – Four	HOUSE 18 – Four	HOUSE 19 – Two	HOUSE 20 – Three
HOUSE 21 - Three	HOUSE 22 - Two	HOUSE 23 – Two	

- There are a small number of spare parking bays within the complex that can be used on a first come first served basis.
- Parking is not permitted on the lawns or main driveway.

BOATS/TRAILERS

- There are only two longer trailer/boat parking bays available. If you intend bringing a boat or trailer please bring this to the attention of the Managers prior to arrival to discuss options.

NOISE

- Halcyon Bay is a family resort. Although we realise that you are on holiday and wish to enjoy a good time, we ask that you respect the rights of other guests and our neighbours to a peaceful night's sleep. Please be aware that sound carries and may disturb other guests. Quiet time is from 10.30pm so we ask that you move inside and close doors and windows to minimise disturbance to others.
- Disturbance to neighbours, including excessive noise, may result in the termination of rental.

WEDDINGS & OTHER GROUPS

- Generally Halcyon Bay does not allow functions such as parties or wedding receptions on the premises. If you are planning a social gathering or function at the house please discuss your plans with management. If Halcyon Bay does at its discretion approve the function, a special bond or other conditions may apply.
- In the case of multiple house bookings, the person making the booking will be held responsible for the conduct of their guests and for any damage that may occur.
- Halcyon Bay reserves the right to terminate any gathering and require visitors and/or guests to leave the premises.
- Visitors must park outside the resort.
- Functions or gatherings are not permitted on the reserve between the houses and the beach without a permit from the City of Busselton.

SECURITY

- For the security and safety of guests, Halcyon Bay utilises CCTV surveillance. However, to minimise opportunistic theft, you are advised not to leave items such as Eskys, bikes, scooters, fishing gear etc, outside at night. Also please ensure all cars and houses are locked at night.
- All personal belongings, luggage, vehicles, and other property of the guest of any description shall be at the risk of the guest at all times and neither the Managers nor the respective owner accepts any responsibility for any loss or damage.

MAINTENANCE

- Please advise the Managers of any maintenance that needs attending to during your stay.

INTERNET ACCESS

- Free WiFi is available for guests (bandwidth speeds limited and data usage monitored). Please call in to the office to collect your password.

SMOKING

- Smoking is strictly prohibited in all of the houses.
- If there is evidence of smoking inside the house there will be an extra cleaning charge of \$300 applied to the credit card.
- If you or others smoke outside please dispose of the butts in the wheelie bin outside - not in the pot plants or garden beds.

DEPARTURE

- Check out time is by 10.00 am unless otherwise agreed.
- The house must be left clean and tidy when you leave. All dishes to be washed and put away and bins emptied. Beds do not need to be stripped.
- If the house is left in an untidy condition a minimum of \$65 will be applied to your credit card.
- Keys are to be returned to the office on departure. There is a Key Drop box outside the office for early departures.
- If any keys are lost or stolen or not returned, you may be charged for new keys and lock changes to protect the property

LOST PROPERTY

- Please check carefully before you leave the property as we cannot guarantee any items left will be found and returned to you.
- Any items that are found when left behind in a House can be returned at the guest's expense if requested.

Thank you for choosing Halcyon Bay for your holiday accommodation. We hope you have an enjoyable stay with us and we will happily do whatever we can to make it so.

Kate & Dylan Leeuwenburg
Resident Managers
Halcyon Bay
08 9759 1919