

Border Cliffs
RIVER RETREAT
HOLIDAY ACCOMMODATION

TERMS AND CONDITIONS

Please note: Acceptance of the following terms and conditions is a requirement of booking

Security deposits are required on all bookings. A booking cannot be confirmed until a deposit is received and receipted. A deposit of one nights accommodation is required to secure your booking. The full amount of your booking is to be paid 4 weeks prior to your stay.

Our holiday accommodation will be available from 2pm on the first day and must be vacated by 10am on your last day.

Payment options—Direct deposit is the preferred payment option, cheques are accepted.

Direct Deposit details:

BSB 105 035
A/C 0500 43840
Name: Border Cliffs River Retreat

We understand that plans do change and unexpected events can arise, however as an accommodation provider it is important that we are given adequate notice of booking cancellations. Our standard cancellation policy is as follows:

- Cancellations must be confirmed in writing or by email
- A deposit refund less a \$25 administration fee will apply if you cancel more than 30 days out of your booking period.
- Any cancellation within the 30 days of your booking period will result in the deposit being forfeited in full.

No smoking indoors.

Pets are welcome but are to be kept outside. Conditions apply.
Requests to have pets inside will be assessed on individual basis and at the discretion of Border Cliffs River Retreat management.

Our accommodation is to be left in the same clean and tidy condition as you found it or extra cleaning charges will apply.

Damages and breakages are the responsibility of the hirer and will be charged accordingly.

Due to water restrictions washing of cars / boats may only occur with the use of a bucket and sponge.