

Terms and Conditions

This property has the following check-in and check-out times and policies.

Check-In: 2 pm
Check-Out: 10 am

Property and Cancellation Policies:

CANCELLATION OR VARIATION:

As a small luxury glamping business, we depend upon maximizing occupancy and cancellations often result in empty rooms due to booking lead in times. If you wish to vary or cancel your Booking, please contact us immediately. You may vary your Booking if you provide us with a minimum of 28 days notice. It is not possible to vary your Booking with less than 28 days notice. For cancellations with 28 days or more notice the full amount paid will be refunded less a \$120 administration fee using your original payment method. For cancellations within 28 days of your arrival all monies will be forfeited. Bookings for the Christmas and New Year holiday period require 42 days' notice of cancellation or all monies will be forfeited. All cancellations must be received via email from the email address linked to the reservation. **We strongly advise that you take out travel insurance to protect yourself against unexpected changes to your travel plans.** A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.

As a courtesy to those guests that have cancelled within the 28 day non refundable period, we confirm the cancellation, open up the night(s) and should the night(s) be rebooked then the night(s) shall be refunded using the original payment method.

WEDDINGS AND SPECIAL EVENTS:

Weddings and special events have their own terms and conditions with regards to accommodation including cancellation policies.

DEFINITIONS:

"Booking" means the period for which you have paid to stay at the Property.

"Property" means Gleneagle Tasmania accommodation and estate and all its fixtures, fittings and equipment.

"Management" means the owners and managers of the Property.

"Guests" means the persons who stays overnight in the Property during the Booking.

"Visitor" means a person visiting a Guest at the Property during the Booking.

ACCEPTANCE & RESPONSIBILITY:

Making a payment or being accommodated at the Property constitutes acceptance of these Terms and Conditions.

SMOKING AND FIRE RESTRICTIONS:

Gleneagle Tasmania has NO SMOKING conditions. Smoking is not permitted within any

structure on the property. Smoking is permitted in external areas. Please use ashtrays provided on the dome platforms and/or campfires at specific locations. No campfires (other than those constructed for such purpose), candles, lanterns or any other form of naked flames are permitted. Breach of these conditions may result in immediate termination and eviction. If there is evidence of smoking inside structures then an additional \$300 minimum fee will be charged to your credit card.

CHECK IN / OUT:

Check-in time is not before 2 pm on the arrival date and check out time is not later than 10 am on departure date unless by prior arrangement with Management. Early arrival and/or late departure is subject to prior arrangement and availability and extra charges may apply. Complimentary parking is in the designated area adjacent to the domes. When checking out, guests are asked to leave the accommodation tidy with all trash placed in the rubbish bins provided and furniture in the locations of arrival. Windows and doors should be closed.

PAYMENT:

Payment in full must be received when the booking is made. Bookings are not confirmed until payment has been received. Payments of the amount due must be received in Australian dollars net of any bank or other transaction charges. Full payment is to be made within the specified time limits or the Booking will be cancelled automatically without notice. We accept payment by Visa and MasterCard.

SECURITY BOND:

A credit card authorisation must be provided to Management at your arrival. Any damage loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the credit card. Examples include but are not limited to any breakage, non disclosure of items from honesty bar, damage or excess cleaning requirements, extra Guests or Visitors beyond those declared.

UNAVAILABILITY:

If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc.) then Management will inform you immediately and any payments made will be refunded in full.

VISITORS & PARTIES:

Parties and Functions are strictly prohibited unless with the agreement of Management. Parties and functions at Devils Den or the Back Paddock are only available for group bookings of the accommodation. No visitors are allowed unless a group booking has been made and with the agreement of management. The property may only be occupied by the number of people described on the booking. In any instance, guests remain responsible for persons visiting. We request there be no undue noise, no behaviour likely to cause damage to property or offence or embarrassment to others. All noise to cease at a time agreed with management. Breach of this condition may result in immediate termination and eviction.

RIGHT TO REFUSE OR REVOKE BOOKINGS:

Management reserve the right to revoke or refuse to honour any accommodation booking which may in the opinion of Management, (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.

LINEN AND TOWELS:

We supply linen, pillows, blankets, robes and towels which must be left where supplied in the bedrooms or bath room on departure. Any unreasonable use is not acceptable and may result in extra charges.

SERVICING:

The Property Domes are fully self-contained and daily servicing is provided on request with linen changes depending upon stay duration.

Group Bookings, Children and Unaccompanied Minors:

Our initial staged development at Gleneagle Tasmania restricts the accommodation to an **Adults Only** venue, maximum of two adults per dome.

ENVIRONMENTAL ISSUES

Gleneagle Tasmania is located and advertised within a natural environment. Guests must be aware of the hazards and make appropriate decisions when confronting various aspects of the environment. Gleneagle Tasmania will not be liable for any matters arising from the natural environment and expect guests to be informed, including allergic reactions, prior to booking.

PETS:

Pets are not permitted at the Property.

ELECTRIC FENCES AND WALKING ON THE PROPERTY:

All paddocks on the property are surrounded by electric fences and may contain livestock. For your safety, please do not touch these fences, open any paddock gates or enter any paddocks. Some paddocks may appear empty but could contain animals. The vast majority of the glamping area is separated from the paddocks. Gates on access roads to domes should be kept closed at dusk to avoid our wildlife accessing paddocks and gardens and protects wildlife from harm on our private and public roads.

YOUR OTHER RESPONSIBILITIES:

Guests must comply with all applicable Gleneagle Tasmania Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property. Guests are responsible for damage, breakages, theft and loss of the Property and any part of it during their stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion). Only the guests nominated and agreed in the Booking may stay in the Property overnight. Disturbance to other guests, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses. Before departure, all food must be removed from fridges and all rubbish put in the appropriate rubbish bins provided under the dome. The Property must be left in a clean and tidy condition. Extra cleaning charges may be incurred for the cleaning this is not the case. Should the cleaning fee be more than the usual cost for cleaning the property, you may be charged the additional costs over and above the normal cleaning fee which will be charged to

your credit card. All furniture and furnishings must be left in the position they were in when you arrived. You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided at an additional charge of \$25.

YOUR EXPECTATIONS:

Glamorous camping is still camping. Camping in tents means they are more susceptible to weather conditions than other forms of buildings. Gleneagle Tasmania accommodation domes and tents are large and substantial but they are still tents. Bear in mind that if the weather is extremely hot outside, then it will be hot inside the dome. Conversely, if it is very cold outside then it may be cooler in the domes. While Gleneagle Tasmania successfully provide cooling and heating in domes, it may not always be possible to provide a temperature inside the dome tent which matches your expectation of what the temperature should be. By accepting these terms and conditions, you understand and accept that you are aware of this and that no refunds will be given due to weather conditions.

PROBLEMS OR COMPLAINTS:

In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours. Any complaint, which cannot be resolved during your stay, must be notified in writing to Management prior to departure from the Property. Failure to follow this procedure this may hinder the ability of Management to rectify the problem or complaint. We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at the property.

GUEST REVIEWS:

As a small business we rely heavily on word of mouth and guest reviews, please help us spread the good word. By accepting our T&C's you consent us to send you a "Tripadvisor" review link, your review will help us apply for Tourism Awards in the future and we thank you for participating (if you can spare a couple of minutes).