

CANCELLATION & OCCUPANCY POLICY FORM

Deposit: A deposit of 50% of the total booking fee is due for the booking to proceed.

Full Payment: The full booking fee is due 60 days prior to the arrival date or at time of booking if booked within 60 days of arrival. Payments are charged to credit card provided, including merchant fees, unless arranged with the manager. Bookings not paid in full will be cancelled.

Security Bond: A bond amount of \$1000 will be required via credit card prior to check in.

Cancellations: All booking cancellations will incur an Administration fee of \$250.00

Cancel 60 Days before arrival – FULL REFUND minus \$250 admin fee

Cancel 60-30 Days before arrival – 50% REFUND (total cost) minus \$250 admin fee

Cancel 29-0 Days before arrival – NO REFUND

We strongly recommend the purchase of travel insurance to cover any unexpected situations requiring cancellation of bookings.

Covid Cancellation: Covid related booking cancellations are for the provision of the booking guest only. This policy does not extend to other group members of the booking guest who may reside in different states. It is up to the booking guest to advise if there is a covid restriction in their state that justifies a cancellation. Proof must be provided, and once established, a onetime only booking credit will be provided to re-book accommodation to be taken within three months of the original booking dates. New dates must be booked on weekdays and cannot include weekends. If the booking guest want to cancel the booking entirely then the normal cancellation policy applies. Please email manager@thereservebarossavalley.com.au directly for all covid cancellations.

Additional Occupancy: The Reserve Barossa Valley is booked as a 5 Bedroom, 3 bathroom self-contained luxury retreat which accommodates up to 10 persons. No additional persons are permitted to stay overnight. The configuration of bedrooms will need to be confirmed at time of booking. OPTIONS - Room 3 - 1 x queen or 2 x singles. Room 5 - 1 x king or 2 x singles.

Damages/Smoking/Cleaning: Deduction from the bond amount will be taken if The Reserve Barossa Valley is not left as it is presented to the guests. If excessive cleaning is required fees start from \$100 to \$250. Where the individual service confronts interruption to business or unreasonable delay and expense in business operation, the daily rate will be charged as well as the amount required to rectify any damage caused by the guests. Where smoking has taken place inside the main home, studio or boot room - \$250 will be deducted from the deposit and is at the discretion of the owner.

Removal of property Our luxury retreat is furnished for your pleasure and enjoyment. All décor items, artwork, linen, furniture, soft furnishings, books, magazines, anything either internal or external, may not be removed from The Reserve Barossa Valley, under any circumstance. If any property is damaged or removed from the Reserve Barossa Valley, you will be responsible for replacing or liable for the cost to replace any items. This will either be charged to your credit card or payable on invoice, without negotiation.

BOOKING GUEST DETAILS & AGREEMENT

I have read and agree to the Reserve Barossa Valley Cancellation & Occupancy Policy:

Signature: _____ Name: _____ Date: _____

Address: _____

Email: _____

BOOKING DATES & PAYMENTS

ARRIVAL DATE:		ARRIVAL TIME	2:00PM
DEPARTURE DATE:		DEPARTURE TIME:	10:00AM
NIGHTLY RATE:	\$	TOTAL AMOUNT:	\$
DEPOSIT: (%50 required at time of booking as precondition of booking being placed)		DEPOSIT AMOUNT:	\$
BALANCE DUE DATE: (60 days prior to arrival)		BALANCE AMOUNT:	\$
BOND: (required prior to arrival via credit card)		BOND AMOUNT:	\$1000.00

FULL GUEST REGISTER (registration required for all guest staying onsite)

	GUEST NAME	MOBILE NUMBER
GUEST 1		
GUEST 2		
GUEST 2		
GUEST 4		
GUEST 5		
GUEST 6		
GUEST 7		
GUEST 8		
GUEST 9		
GUEST 10		

BEDDING ARRANGEMENT OPTIONS (please tick bedding choice)

BEDROOM 3	2 x singles <input type="checkbox"/> OR 1 x queen <input type="checkbox"/>	BEDROOM 5	2 x singles <input type="checkbox"/> OR 1 X king <input type="checkbox"/>
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Accommodation for the entire property is for up to 10 guests, 2 further guests can be accommodated for with 2 x hotel roll away beds placed in Studio bedroom 5 @ an additional charge of \$ 100 per person, per night. The maximum number of staying guests is 12 persons. We can allow up to 16 guests in total (12 overnight & 4 visitors) to dine at The Reserve as we are able to seat additional guest inside if it is raining. Additional guests over 16, is considered a function, please contact manager@thereservebarossavalley.com.au for event and marque details, this must be established prior to booking, as the booking may be declined and is at the discretion of the owner

PAYMENT OPTIONS

Credit Card payments – Accepting Mastercard & Visa (a surcharge of 1.5% will be added to the booking)
Funds Transfer - The Reserve Barossa Valley **BSB: 085 397 ACT: 17 506 8285 REF: Your Surname**

BOOKING GUEST DETAILS & AGREEMENT

I have read and agree to the payment details and have provided details of all guests staying onsite.

Signature: _____ Name: _____ Date: _____