

Terms & Conditions – Ellstanmor Guest House

There is a maximum of two (2) people per B&B room.

Please note that rates listed on the web are subject to change at any time.

We respect your right to have a great time but we do have a **no party** policy. Facilities are for the sole use of guests.

We have a **no smoking policy** inside the property. Outside smoking permitted – please use ashtrays and receptacles provided. Please don't deposit butts in the garden.

No pets of any kind are permitted. Any items left by guests will be held for 30 days and then disposed of.

Check in & Check out

Check in time is after 4 pm and check out is before 10am unless alternative arrangements are made. The latest check in time is 9.00pm. Photo Identification is also required.

Key Collection

We will meet you at the property. Please call 0418 434 189 a few days prior to arrival to make arrangements if you will be arriving after 6pm. At least 4 hours prior notice of intended arrival time is required to be sure we are here when you arrive.

Bookings

Full payment is required at the time of booking. No rooms will be held without being fully paid.

Refund / Cancellation Policy

Cancellation fees are as per the following schedule:

- Over 30 days before arrival a full refund less administration fee of \$50.
- 8 to 29 days before arrival your 50% deposit will not be refunded
- Within 7 days prior to arrival the full amount of the booking will be charged.

Reductions: If you reduce your stay without notice, your full stay will be charged.

Payment

We accept Visa & Master Card credit cards or direct bank deposits.

Contact

Your contact is Allison on **0418 434 189** for any queries you may have between 8am – 8pm, 7 days. Please leave a message if after hours and I will get back to you as soon as possible.

Telephone & Wi-Fi

There is no telephone. We provide free Wi-Fi for guests. Please ask us for the password of the day. Wi-Fi hotspots can be found all around Cooma.

Damages & Breakages

Damages, breakages and marks on walls as a result of the occupancy will be paid for by the guest. A credit card security deposit is required prior to occupancy. We reserve the right to charge the guest a cleaning fee if the property is left untidy. (Subject to cleaners quote)

***On signing this form you are agreeing to the terms & conditions. If you do not sign the agreement and proceed with the booking it is taken to be an acceptance of the terms and conditions of the offer as stated here in any event.**

Accommodation at Ellstanmor Guest House

Name of Guest _____

Address _____

Contact Phone _____

Driver's License _____

Signature _____

Master / Visa Card Number _____

Name of card holder _____

Expiry Date ____/____/____ CCV ____

OR Direct Debit: Ellstanmor Pty Ltd BSB: 062523 Account No.: 1021 3889

Number of guests: Adults ____ Children ____

Rate Charged \$_____ per night

Total \$_____

Date of arrival ____/____/____ Date of departure ____/____/____

Approximate time of arrival after 4 pm _____ (Latest check in before 9 pm)

***Failure to comply with the terms set out in this contract will lead to termination of your stay.**