

Please note: Your use of this website, communications with us and all bookings are subject to the following Terms and Conditions.

BOOKINGS

- Can be made on our website
- All bookings are subject to written confirmation
- The guest named in the reservation remains the sole contact person and is held financially responsible.

PAYMENT

- To secure your booking a deposit of 50% of the total amount due must be made
- Final payment is due on arrival
- Payment can be made either by bank transfer or credit card (Mastercard or Visa)
- We know you will respect our property, however accidents do happen! So guests who book the B&B Plus option are required to pay a bond, which will be returned to you in full when the departure checklist is complete. The bond is a minimum of \$500 per stay. Any booking involving a function will incur a higher bond.
- Hart's Farm reserves the right to retain all or part of the bond to the replacement value of accidental breakages, damages, or linen staining that cannot be removed. Also, to cover the costs of any additional cleaning or garbage removal required to return the property to its arrival condition.

CLEANING

- The property should be left in a neat and tidy condition. Dirty dishes should be washed and put away, or at least placed in the dishwasher. All food / bottles must be removed from the property or placed in the ample garbage/recycling bins provided. If there is excess garbage please make arrangements to remove it, or we can take it to the local refuse facility on your behalf, but charges apply.
- Recently we have experienced stains left on our luxurious towels and linen from colour cosmetics and cosmetic tanning products & massage oils. Please be aware that this has been very difficult to remove by our linen service and such damage will incur a replacement charge from your Security Bond. The damaged linen is then available to you should you wish to claim it.

YOUR STAY

- Hart's Farm is a SMOKE FREE environment – smoking is permitted in external areas only & butts must be disposed of in a safe way, especially in summer.
- The B&B and adjoining spaces are to be used for holiday rental purposes only for the numbers of guests agreed.
- Whilst we are happy to have you entertain others during your stay, if you wish to host a celebration and invite non resident guests to join you, permission must be sought prior to your arrival and your invited guest numbers agreed. An additional "venue fee " may apply. Failure to comply with this condition will result in the bond being retained in full.