

# Lilianfels Cottage – Terms & Conditions

## Booking & Bond

A security bond of **\$400** is required prior to check-in. This bond is held against any damage, excessive cleaning, or breach of house rules.

The bond will be returned within **3 days after checkout**, provided the property is left in good condition and no issues are identified.

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## Damage & Property Care

Guests are responsible for any damage caused during their stay.

This includes (but is not limited to):

- Breakages
- Damage to furniture or furnishings
- Excessive cleaning requirements
- Missing items

Any costs exceeding the bond amount may be charged separately.

We ask that the cottage is treated with care and respect, as you would your own home.

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## Cancellation Policy

For bookings made via **Airbnb**, the cancellation policy set on Airbnb applies in full.

For direct bookings, the following applies:

- Cancellations made 31 days prior to check-in will receive a full refund
  - Cancellations within 14-30 days prior to check-in will receive a 50% refund
  - Cancellations within 14 days prior to check-in will receive NO refund
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## No Parties or Events

Lilianfels Cottage is a quiet retreat.

Strictly **no parties** are permitted.

Any breach of this condition may result in immediate termination of the stay and forfeiture of the bond.

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### **Guest Numbers**

Only the number of guests confirmed at the time of booking are permitted to stay at the property.

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### **Parking**

Parking is available **in the driveway only**.

Please do not park on lawns, gardens, or neighbouring properties.

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### **Pets**

Pets are welcome **by prior approval only** and will incur a **pet fee of \$60**.

To ensure the comfort of future guests, we ask:

- Pets are **not permitted on beds at any time**
- If pets are to sit on couches or chairs, **please bring your own blanket or cover**
- All pet waste must be **collected and removed from the garden before departure**
- Pets must not be left unattended inside the cottage unless securely contained

Any additional cleaning required due to pets may be deducted from the bond.

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### **Cleaning & Departure**

Please leave the cottage in a tidy condition:

- Dishes washed
- Rubbish placed in bins
- Furniture returned to original position

Excessive cleaning may result in a deduction from the bond.

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## **Respect for Neighbours**

Lilianfels Cottage is located in a peaceful area.

We ask guests to:

- Keep noise to a minimum, especially in the evenings
  - Respect neighbouring properties at all times
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## **Liability**

Guests stay at the property at their own risk.

The owners are not responsible for any injury, loss, or damage to personal belongings during your stay.

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***Lilianfels Cottage is designed to be a peaceful, restorative space. We simply ask that guests respect the home and its surroundings so everyone can enjoy the same experience.***

***We wish you a wonderful stay!***

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