

WOOLGOOLGA

BY THE SEA

Terms and Conditions

Eddie and Anne would like to warmly welcome you to Woolgoolga by the Sea. We will make every effort to ensure that your stay with us is relaxing and carefree. We have rules and we need you understand that these are not to make your stay difficult but to ensure the comfort of all guests. We also are immensely proud and place a lot of emphasis on the standard of our apartment qualities and ask you to respect our property in every way. After your final payment it is understood and unconditional that you have agreed to these conditions when visiting 10 Hofmeier Close Woolgoolga.

Cancellation Policy

Guests who cancel at least 14 days before checking in will be refunded 100% of the amount that is paid. If a booking is cancelled between 7 and 14 days the guest will be refunded 50%. In extenuating circumstances please call Anne and negotiate a reasonable compromise.

Keys

Anne will contact you prior to arrival to organise access to your apartment. A fee of \$50.00 will be charged for lost keys.

Times

Arrival Time – After 2pm

Departure - Before 9am

Occupants

Frangipani and Pandanus must not exceed four people unless prearranged with Anne or Eddie. Extra charges will apply for extra people.

Whale Watch apartment is strictly two people and not suitable for children.

Parking

One garage is available per apartment. Any additional cars must be parked on beachfront. Please do not park on neighbour's property or use neighbouring properties to load and unload your car.

Privacy and Neighbours

We ask you to respect your onsite neighbours privacy.

We have chosen to leave the property unfenced to embrace the openness and space so please respect the neighbour's properties. There is a grassed area across on the beachfront to play or our backyard ensuring that children are always supervised.

Pets

Pets are not allowed on the property.

Smoking

All apartments are a smoke free and smoking is not permitted on the balconies.

Noise

Noise levels are to be moderated with respect for other guests and neighbours. If you are entertaining it is reasonable to expect you to take your party inside by 9.30pm and for visitors to leave the property by 11pm.

Visitors

Guests are responsible to ensure visitor numbers do not impact on neighbours and that visitors comply with house rules. Any gathering or celebration at the property must not conflict with residential amenity and must comply with all other requirements.

Property Respect

If anything is broken please report to Anne or Eddie. Minor breakages such as glasses and crockery are expected. Major breakages will need to be assessed and paid for by the guest.

WI FI Access

Netflix is available through the app button on the remote.

PLEASE DO NOT DISCONNECT ANY CABLES FOR ANY PURPOSE. IF THE TV or INTERNET ARE NOT WORKING PLEASE CALL ANNE ON 0439969212 BETWEEN 9am and 5pm. IF THE CABLES HAVE BEEN DISCONNECTED THERE WILL BE A FEE FROM THE ELECTRICIAN AND THE FEE PASSED ONTO THE GUEST.

Garbage disposal

We are committed to being as green as possible. Please recycle. If you have any seafood remnants pass them to Eddie so he can place them in his freezer for disposal at a later date

Red bin - rubbish and plastic bags

Yellow bin - recyclables including plastic, glass and paper **NO PLASTIC BAGS**

Green bin - Food and garden refuse wrapped in newspaper

The bins are located behind sliding screen adjacent to garages.

Please dispose of garbage responsibly

Please remove garbage from apartment at the end of your stay

Barbeque

At rear near garages for use by all. Let Eddie know if gas is empty and please leave clean and tidy.

Laundry

All apartments have a clothesline. Do not hang washing or towels on the decks. If you have a clothes airer it must be placed in your apartment or the fenced area in apartment 3 and 4 and the garage of apartment 2

Personal Property

We take no responsibility for personal items. We will make every effort to return if arrangements are made with Anne or Eddie. We advise you not to leave washing out overnight on the outside clothesline.

Servicing

Apartments are not serviced daily. Servicing can be arranged at your cost.

Basic Supplies

An initial supply of kitchen and bathroom amenities are provided and the remaining at your cost. Extra linen can be supplied at the guest's expense.

Security

Guests are responsible to turn off appliances, close doors, and windows when you are away from the property. We often have inconsistent weather conditions.

Anne and Eddie will endeavour to make your stay memorable and relaxing.

We do reserve the right to terminate your occupancy if terms and conditions are breached without refund of monies.

Kind regards
Anne and Eddie Broomfield
Woolgoolga by the Sea
www.woolgoolgabythesea.com.au

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