



Terms and Conditions

1. To avoid any confusion regarding your booking you must visit our website www.lakehouseestate.com.au and view the accommodation, the premises, the descriptions, and the location.
 - Further to this you are invited to contact the owner and host Stephen or The Management on the following for any questions or queries:
 - **lakehouseestate@sent.com**
 - **+61 (0) 404 848 660**
2. Guest/s understand that they have chosen the Lakehouse Estate without viewing prior to the booking and that they are responsible for their own choice.
3. Every effort is made to keep inventories and photographs up to date, however changes can be made without notice.
4. If for some reason the Lakehouse Estate is not available for your booking due to forced majeure (act of God ie flood, fire, etc) a full refund will be provided.
5. No refunds will be provided within 30 days of your booking date, unless otherwise agreed.
6. With every booking there is a NON REFUNDABLE payment of \$500 that forms part of the total payment.
7. Any cancellations made 30 days or less prior to your arrival will result in forfeiting all monies paid to that point.
8. No refund will be provided for cancelled or terminated bookings within the 2 week period of your booking, or for early departures.
9. The Lakehouse Estate will not be held responsible for failure of utilities and essential services such as electricity, sewerage, and water. Should it cease to function and upon appropriate notification every attempt will be taken to rectify the situation. If ongoing failure does occur a refund from that point in time will be granted when the tenancy ceases.
10. All prices are correct at the time of quoting/booking and are only locked in when a payment has been made.

11. The Management reserves the right to change the rates at any time and on any different marketing platforms. If no payment has been received and there are price changes, you will be advised and have the choice of continuing with the booking or not.
12. Cancellation policy may vary on different booking platforms and have no impact or bearing on bookings made directly through our website www.lakehouseestate.com.au
13. The Lakehouse Estate accepts payments via credit card,(Mastercard, Visa or Bankcard) via the website or payments made via bank transfer and or cash if direct.
14. All notifications for cancellations of a booking are to be in writing via email to lakehouseestate@sent.com
15. If a double booking occurs, whether human or computer error, the first booking taken will take preference and if available, every attempt will be taken to accommodate the second booking at a preferred time. If the second booking choses not to stay a full refund will be provided.
16. That check in will commence from 2pm on the date of arrival and check-out will occur at 10am on the date of departure. Additional charges will be levied for late check out and invoiced accordingly.
17. That the guest agrees to allow The Management to enter the premises to carry out any necessary repairs or house checks should the need arise at the discretion of The Management.
18. **Our housekeeper need to perform more than a standard departure clean (which does not include the below items and or is impacted by other T&C's not adhered to), an additional cleaning fee will be charged at \$70.00 per hour.**
 - Empty your personal food items from the fridge/ freezer and the kitchen cupboards.
 - Ensure all dishes, pots and pans that have been used are washed, dried, and put away in the original position.
 - Remove any rubbish, including shopping bags and place in the exterior bins outside of the house.
 - If you have used the BBQ during your stay, please ensure it is cleaned.
19. Bookings are made in good faith and are subject to the specified terms and conditions herein. The Management reserves the right to refuse tenancy at any point if breaches to the terms and conditions are evident.
 - If any authorities (Bass Coast Council, Police etc) are called this is considered an immediate breach and The Management reserves the right to refuse tenancy immediately. **You may will be asked to leave immediately.**

- That the maximum number of guests is 12 unless otherwise agreed. In a case where the number of occupants exceeds those agreed, The Management shall at their sole discretion terminate the booking with no refund or adjustment to be given to the guest.
- That the premises must be left clean and tidy and restored to the same condition as at the time of arrival. If the Lakehouse Estate is not clean and tidy to the satisfaction of the Agent, then an additional cleaning fee will be invoiced accordingly at \$70 per hour.
- No Caravans / Camper Trailers / Tents are permitted at the Lakehouse Estate unless otherwise agreed.
- **No boat and or fishing equipment cleaning are permitted on the Lakehouse Estate without prior approval.**
- **Non-Disturbance Clause:** Guests shall not disturb, annoy, endanger use (fireworks) or inconvenience neighbours nor use the premises for any unlawful purposes. All guests must respect the privacy and not cause nuisance to the neighbouring properties.
- No fires are allowed.
- No fishing in the lake is allowed.
- That the Lakehouse Estate is for use only by persons above the age of 18 unless always supervised by an adult and agreed by The Management in writing.
- **Functions and parties are always strictly prohibited unless otherwise agreed.**
- That no drugs or illegal activity are permitted on the premises and that the guests understand that The Management will report any such activities to police.
- Drunkenness, offensive behaviour, or rowdy behaviour will not be tolerated under any circumstances,
- That the Guest understands that any malicious damage or behaviour will be reported to police immediately.
- That the Guests are responsible for loss or damage to fittings, fixtures, or any other items at the Lakehouse Estate. All damages, breakages and losses must be reported, paid for, or made good to the satisfaction of The Management.
- Any damage not reported or found in an inspection of the Lakehouse Estate will be charged and invoiced accordingly plus any additional costs associated with the repairing of the damage.
- **NO SMOKING occurs inside any Lakehouse Estate, a fee of \$1,000 will be charged for a house clean if this not be followed.**
- Smoking is only allowed outside and cigarette butts should be disposed of properly and not thrown on the ground a fee of \$200 will also be charge for a yard clean if this is not followed.

- NO PETS shall be permitted either inside or outside the Lakehouse Estate without prior approval.
- All rubbish must be placed in the external council bins provided. There are 3 bins: Red bin is for general waste, Yellow is for recycling and Green is garden waste including cardboard and paper.
- That all furniture and household effects must not be removed from the premises and must be always left in the same position.
- That bookings are only confirmed upon receipt of the full payment by The Management.