

### **Terms and Conditions (effective 01/01/2021)**

These terms apply to Stephens Creek Guesthouse (referred here as WE/US/OUR) and the person making a booking and to whom WE supply services in respect of the Booking (referred here as YOU/YOUR).

#### **BOOKINGS**

Bookings a minimum stay of 2 nights is requested. Your Booking is confirmed by phone or email once a 50% deposit is paid.

#### **PRICES**

Prices quoted are per room per night as double occupancy, including breakfast. Also included are towels, linen, WiFi, parking, use of Hot Tub (Chicken House guests only) & Sauna and final cleaning. Longstays (more than 7 days) get weekly new linen and towels. No additional fees or taxes are charged (except pet fee).

#### **Current prices:**

The Chicken House - Price: \$230.00

The Suite (in Main House) - Price: \$170.00

Children: Free up the age of 6 years

Pets: \$10.00 per night, not allowed in the main house

Lunch, Lunch Boxes, Dinner – Prices on request

Group rates – Prices on request

#### **PAYMENT**

Bookings can be paid by cash or Interac e-transfer upon arrival. If you cancel your Booking within 14 days before arrival we will charge you a cancellation fee. All additional goods and services purchased during your stay must be paid in full on presentation of invoice at the check-out. Sorry, we do not accept any cards.

#### **CANCELLATION OF THE BOOKING**

The Booking can be cancelled by the guest in writing any time up to 14 days before the date of arrival and no cancellation fee will be applied. If a Booking is cancelled within 14 days of date of arrival or in the case of 'No Show' a cancellation fee will be applied.

#### **CANCELLATION FEE**

The cancellation fee is the cost of one night's stay of the accommodation as specified on your Booking.

#### **ROOM AVAILABILITY**

Generally rooms are available for check-in from 3:00PM to 8:00PM. Guests wishing to arrive outside these hours should inform us of the estimated arrival time. We expect guests to vacate their rooms by 12:00PM on the day of departure. We may need access to a room during a guest's stay for urgent maintenance. We hope to create minimal disturbance in such cases and expect the guest to understand. Guests, who do not vacate their room by the agreed check-out time will be deemed to have agreed to stay for a further night at full cost.

#### **GUEST BEHAVIOUR**

We operate a non-smoking policy in all rooms and other parts of the buildings. Smoking is permitted in designated places only. We ask all guests to be considerate of their fellow guests' privacy and expectation of a peaceful stay.

#### **PETS**

Pets are welcome, except in the main house. There is a fee of \$10 per night.

#### **WI-FI INTERNET ACCESS**

We provide internet access via WI-FI router and the current password can be obtained on request. Guests may use this access for their email and general enquiries.

#### **LIABILITY**

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control. You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss.

#### **DATA PROTECTION**

We may process the information you provide to us for the purposes of managing your Booking only. By making a Booking, you consent to this processing of information.