

COVID 19 Terms and Conditions



We recognise it's an uncertain world and we want to give you the confidence to book with us, despite this uncertainty. We're not in the business of profiting from people's misfortune so we will always look at ways to be flexible depending on circumstances. Please consider that we're a small family run business and therefore need to consider each case on its merits. The following conditions will be our guide.

- Given the uncertain travel environment, we would encourage all guests to consider booking travel insurance at time of booking. Depending on the insurance provider, you may find coverage for cancellation costs should you or your travelling party be disrupted as a result of Covid 19.*
- Check the general terms and conditions of your booking. Depending on what rate plan you have booked and when your booking was made, you may be able to amend to a future date or rebook. If an amendment is possible, and you're unsure of your new dates, you can simply ask us to hold any funds as a credit for a future stay to be used within 12 months*
- If our region or state (Australia's South West or Western Australia) is locked down by the Western Australian State Government and the hotel is prevented from receiving guests travelling from within Western Australia*, then a credit of monies held* will be offered for a future stay (conditions apply). Covid Guarantee holders would receive a refund in lieu of a credit in these same circumstances* Excluding credit card fees or Covid Guarantee Payments.*
- If you're travelling from outside of Western Australia, both within Australia or overseas, and you cannot travel due to a COVID 19 government enforced lockdown, then our normal cancellation policy will apply. If cancellation charges apply, we will do our best to resell the cottage on your behalf. Once any additional costs (such as commissions) or losses (such as selling at a lower rate) and a \$60 administration fee are deducted we will provide you with a dollar value credit for future use.*
- If you have booked via a third party website (i.e. not booked with us directly) then you should first contact this third party booking agent to understand what protocols and policies they have in place. Depending on their policies, we will always do our best to be flexible. If you're still considering how to book with us, booking direct will always result in the best conditions.*
- If the lockdown is lifted part way through your stay, if the remaining days of the stay is equal to or greater than the days impacted by the lockdown, it is anticipated you will travel to complete the trip and a credit for not impacted days will be considered case by case only.*

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- **A credit or refund would be unlikely to be offered in the following cases:*

~ “A change of mind” not to travel due to a perceived inconvenience such as requirement to wear a mask, some businesses not operating.

~ A restriction is put in place for one (1) or more of the travelling party is forced into quarantine (self or hotel) due to having visited an exposure site or returning from a work trip

~ A failed PCR, RAT/ART Test or similar that is required to be undertaken prior to travel

~ A change of government policy relating to the requirement of guests to be vaccinated in order to stay in our accommodation.

~ cA roster change implemented due to a work or personal schedule change regardless of whether it is due to COVID 19 interpretation or not

~ An event is cancelled but the trip could still take place

~ Some of the travelling / booking party are based in Western Australia and choose not to travel due to family or friends who are travelling from interstate are unable to travel.

~ In these instances, every attempt to resell the cottage and a credit provided less any associated costs (such as commissions) and a \$60 administration fee.

We have continued our rigorous cleaning regime throughout the post Covid lockdowns and having been 100% occupancy over the school holidays and every weekend, we've well and truly tested on all of our new experiences. Read our [reviews page](#) for more insights into how guests are enjoying themselves.

Hygiene Standards remain in place, focused on:

- Deep clean of cottages after check out and before arrival*
- High use surfaces are disinfected regularly*
- Sanitiser available in public areas*
- Contactless check in available, just let us know in advance of arrival.*

Thank you for continuing to support us through this crazy period called COVID.

Your hospitality hosts

Andrew H & Jules