

## Booking Terms and Conditions – February 2024

Houses of Ripley has been created with care and detail to provide a space for you to relax, recharge and refresh while spending time connecting with family and friends.

Greenleaf is not permitted for use for any parties, gatherings, weddings or other functions, nor any commercial purposes or other events. Conducting any of these purposes at Greenleaf without Houses of Ripley's express written permission is not permitted.

### **Cancellation Policy:**

Full refund for cancellations up to 30 days before check-in.

If booked fewer than 30 days before check-in, full refund for cancellations made within 48 hours of booking and at least 14 days before check-in.

After that, 50% refund up to 14 days before check-in. No refund after that.

### **Condition:**

Houses of Ripley have spent years, energy and finances to create a home we feel a deep connection with that aligns to our vision. We ask you to please make yourself at home whilst looking after it in the same way you would if it were yours.

Things will happen sometimes, of course, such as a broken glass or chipped plate, and we don't want you to be stressed about that. If there were any significant damage to fixtures, fittings and art work we would be both concerned and disappointed.

That being said, guests must not damage Greenleaf and must not damage, remove or lose any Items contained within the boundary of the property.

### **Check In / Out:**

Our standard check in is 3pm and check out is 11am. Please let us know if you're needing an early check in/late check out and we'll try and accommodate wherever possible so you can get as much use out of the property as possible!

**Deposit:**

There is a security deposit of \$800 that may be retained if there's any noticeable damage to the property. Our property is inspected shortly after departure of our guests to identify if anything needs to be addressed or remedied with the previous guests.

This doesn't mean normal wear and tear, or something small like one broken glass. The deposit is ultimately to help cover major, and expensive, damage that may be caused by guests. We have furnished Greenleaf with premium items and note that you become responsible for any and all damage and loss to the property and its contents from the date and time you check-in to the date and time you check-out.

Any damaged items at Houses of Ripley properties will be charged at the full advertised replacement cost and product brand.

Cleaning charges as a result of stains from spills that can be professionally removed will be charged for at cost from your security deposit.

**Max number of Guests & Children:**

The maximum number of guests at Greenleaf is 6 people (this includes adults and children).

No outside visitors or overnight guests, nor parties allowed. The use of blow up mattresses within the property are not permitted.

Parties, functions, Weddings, Schoolies, more than 6 guests and inconsiderate behaviour is not permitted under any circumstances.

### **Room Configuration:**

Our property has 3 bedrooms, 2 bathrooms, and 1 separate toilet.

The room configuration for guests is dependent on the number of guests booked:

1 - 2 Guests = Share 1 x Bedroom (King Bed) plus Main Bathroom

3 - 4 Guests = Share 1 x Bedroom (King Bed) plus Main Bathroom & 1 x Master Bedroom (Queen Bed) plus Ensuite

5 - 6 Guests = Share 2 x Bedrooms (King Beds) plus Main Bathroom & 1 x Master Bedroom (Queen Bed) plus Ensuite

If 2-3 guests are looking for 2-3 separate bedrooms, please book as though there are 3 or 5 guests to access the additional bedrooms.

Any room configurations requested outside of the above may incur additional charges payable prior to check-in.

Please contact us if any questions regarding the configurations before making a booking.

All bookings made confirm acceptance of the above bedroom configurations and are non-refundable outside of our usual refund policy.

Children are permitted at Greenleaf, however, guests are responsible for the actions of any and all children in their group, and must take all reasonable steps to ensure that the children comply with the house rules.

Greenleaf has been designed as an adults getaway and we note there are features of the property that require supervision of children at all times (ie. the spa, garden boulders).

**Pets:**

Guests are not permitted to bring pets or other animals into Greenleaf without the prior written consent of Houses of Ripley. In the event that guests are provided this written consent, the

Guest is fully responsible for those pets or animals, and will cooperate with Houses of Ripley in taking any reasonable steps to minimise the risk of harm, loss or damage that the pet or animal may cause.

This includes internal damage (ie. urine stains), and external damage (ie. digging in garden).

**Spa Area:**

The lovely 7 person in-ground spa at Greenleaf is for our guests use during their stay.


The spa is set on timers to reach a comfortable 36-38 degrees during the day and in to the evening. This temperature is subject to the guests ensuring the spa cover remains on the spa at all times not in use.

The spa is subject to weather conditions and keeping the cover on the spa ensures the heat is maintained within the water.

We note that on days of extreme cold or heat the spa water temperature can fluctuate. It is the guests responsibility to check the water temperature before entering the spa. If the water is too hot (ie. in Summer) please leave the cover off to allow the heat to escape for a few hours before entering.

Key spa items to ensure a safe and enjoyable experience for guests are:

- Glass and breakable items (including bottles) are not permitted in or around the spa. Please use the plastic crockery found underneath the microwave in the kitchen.

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- A large, semi-transparent green circular watermark logo for 'Houses of Ripley' is centered on the page. The logo features the text 'HOUSES OF RIPLEY' around the top inner edge and 'DAYLESFORD' around the bottom inner edge. In the center of the logo is a stylized graphic of a house with a chimney.
- If glass is broken in or around the spa, guests must immediately notify Houses of Ripley and cease use of the spa until it is confirmed as safe.
  - The spa is not permitted for use by any guest when intoxicated.
  - Children under the age of 5 are not permitted within the spa at any time. They must also be supervised by adults at all times while in the spa area.
  - Children over the age of 5 must be supervised by adults at all times.
  - Guests are not permitted to access the restricted spa equipment controlling the temperature and timers of the spa.

Houses of Ripley does not take any responsibility for any unfortunate events that may occur due to guests not following the above spa rules.

Any damaged to the spa or outdoor furniture caused by guests will be charged at the full advertised replacement cost and product brand. Additional spa cleaning charges as a result of glass breakages will be charged for at cost from your security deposit.

#### **Fireplace & Fire Pit:**

The gorgeous egg fireplace in the living room is for our guests enjoyment during their stay. You will find adequate supplies to get the fireplace running in the buckets next to the fireplace.

We leave enough firewood for guests depending on the length of their stay. If you happen to run out of wood during your stay, you will be able to purchase more from the local service station in Daylesford.

Please note the fire pit is not permitted for use during the Summer or in times of fire restrictions and guests will be personally liable if fire safety instructions are ignored.

To confirm current fire restrictions please refer to:  
[www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

Daylesford is located within the 'HEPBURN' municipality.

**Cleaning:**

Standard cleaning of the property, including the spa, is included with your booking. That means we do things like vacuum, mop, put away dishes you've run through the dishwasher as you've checked out, clean the bathrooms, reset beds and wash sheets and towels.

If there's an excessive amount of mess, including mud throughout the house, or the kitchen is left in disarray, you may be charged an additional cleaning fee to remedy the situation for future guests.

To avoid these costs, we ask you to utilise the cleaning items found within the property before you check out. Please leave the property effectively in the same shape it was when you arrived. This will ensure Greenleaf remains in pristine condition for future guests to enjoy for years to come.

**Insects:**

Greenleaf is in the country and the whole point is to connect with nature... and nature includes insects and creepy crawlies! We ask you please don't leave lights on at night with the sliding doors open as the house can very quickly fill with insects attracted to the lights.

**Lost or Damaged Keys:**

Lost keys will incur a \$50 replacement charge to your holding deposit.

**Neighbours & Quiet Hours:**

Greenleaf is located relatively far from our neighbours however we do ask that guests be mindful between the hours of 10pm and 7am by avoiding excess noise, particularly in the outdoor spa area.

**Responsible Renter:**

The responsible renter must be at least 30 years of age. Guests under 30 are of course welcome but must be accompanied by someone over the age of 30 who must reside at the property for the entire duration of the booking.

**Smoking:**

Greenleaf is strictly non-smoking. If you smoke outside, please don't leave any cigarette butts on the ground or in the garden. Guests are liable for any cost incurred to remove cigarette smell, marks or rubbish. This includes carpets, curtains, walls, furniture, and any other items damaged by smoking inside.

**Extreme & Code Red Fire policy:**

In the event of a Code Red Alert for Daylesford we will advise you to leave the night before, or early on the day of Code Red, and visit a safer area.

You should keep monitoring warnings and signs of fire activity, and return only when it is clearly safe to do so. In the event of Extreme or Code Red warnings, we will issue a credit note for the portion of your stay that is interrupted by the event.

