

TERMS AND CONDITIONS

Please read our terms and conditions carefully. When making a booking, you accept all booking terms and conditions. It is your responsibility to ensure that all the details of your booking are correct and to bring to our attention any errors or discrepancies within 48 hours of booking.

CHECK IN/CHECK OUT:

Check-in is available from 3pm on the day of arrival. Keys will be available from the lockbox on the property. The lockbox code will be provided to you within 24 hours of check in. Check-out time is by 12pm on the day of departure. We are happy to accommodate an earlier check in or check out if possible.

NUMBER OF GUESTS:

At no time during your occupancy is the number of guests staying to exceed the number booked, unless prior approval is provided by Fingal House. Regardless, there is to be no more than 16 adults on the property at any one time. Overcrowding will render the booking invalid and may result in termination of the booking without refund.

PARKING:

We provide plenty of parking on the gravel driveway of the property. Please do not park on the grass on either side of the driveway.

INTERNET:

We provide free Wi-Fi internet for guests only. The connection of the internet during the stay is not guaranteed and may be disrupted or not available without notice.

ADDITIONAL CHARGES:

A credit card authorisation must be provided upon confirmation of your booking. Any damage, loss or expense incurred as a result of breach of these terms & conditions will be charged against your credit card. Examples include but are not limited to breakage, loss, damage, failure to follow house rules leading to a complaint from Council or excess cleaning requirements. A fee will be charged for soiled mattresses and/or smells of cigarette smoke inside any building.

An extra cleaning fee of \$150 will be charged if the property is left in an extremely dirty condition. Guests are expected to wash up all dishes and leave kitchen equipment as found at check-in.

LOST KEY POLICY:

Keys that are not returned to the lockbox at time of check-out will be charged at a cost of \$25. This will be charged to the credit card held as the bond.

PETS:

Pets (no cats) are permitted on the grounds of the property only by prior arrangement with Fingal House. Please note that the property is largely unfenced, and we cannot guarantee the safety of your pets should they wander around the property.

NOISE POLICY:

After 11pm each night, all noise is to be kept inside with doors closed. Fingal House is intended for holiday purposes only. Parties and events are strictly prohibited without prior permission from management. Disturbance to our neighbours beyond 11pm on any night of the week will result in a penalty of \$1000 charged to the credit card on file and may result in termination of the booking without refund.

SCHOOLIES POLICY:

Fingal House does not accept Schoolies reservations.

SMOKING POLICY:

Smoking is permitted on either of the front or back deck of the property. Please use the ashtrays provided to dispose of cigarette butts. There is to be no smoking inside the house.

Any traces of residual smoke inside the house will incur an additional cleaning charge of \$250. Any additional costs for cleaning of lounges, cushions etc may be added where necessary.

LENGTH OF STAY:

Minimum length of stay restrictions apply. There is a standard 2-night minimum stay on weekends; a minimum 3 night stay on designated long weekends; and a 4 night minimum stay in the peak period over Xmas and New Year.

RATES:

Rates quoted are in Australian dollars and are subject to change at any time and availability. Rates are inclusive of GST where applicable.

PAYMENT POLICY:

To secure your booking, you must pay a deposit of 50% of the total of the booking. The remaining 50% is due 21 days before arrival date.

Fingal House accepts credit card and direct bank transfer for accommodation bookings.

Valid credit card details will be held as bond for your stay.

CANCELLATION POLICY:

Fingal House is a small business and cancellations affect us greatly.

We will refund a cancellation only if the dates are rebooked by us to another guest for the same value across the same dates.

Notwithstanding the above, no refunds will be provided for cancellations within 7 days of check in.

MORNINGTON PENINSULA SHIRE COUNCIL:

Fingal House operates under the guidelines set out under the Mornington Peninsula Shire Council Short Stay Accommodation Law. The Council has put together a Code of Conduct that all guests must adhere too. Failure to adhere to the Code of Conduct will result in a \$1000 penalty charged to the credit card on file and may result in termination of the booking & eviction from the property.

SECURITY CAMERAS:

Fingal House operates 3 security cameras to protect the property, and to ensure that the outdoor curfew imposed by the Mornington Peninsula Shire Council is adhered too. During your stay, the cameras will turn on automatically at 11pm and turn off at 7am each day. Cameras are situated outside only.

PRIVACY POLICY:

Fingal House is subject to the National Principles in the Privacy Act 1988. We will collect personal information about you directly from you when you communicate with us over the phone or by email. The type of personal information collected by Fingal House may include your name, address, telephone number and email address. We may use your personal information to send marketing materials & monitor the service provided to our guests. If you send emails to Fingal House that contain confidential information, you do so entirely at your own risk.

NEIGHBOURHOOD PRIVACY:

Please DO NOT fly drones at any time whilst staying at Fingal House. Drones are a serious annoyance to our neighbours, who have every right to their peace and amenity. Any breach

of this condition of booking resulting in a complaint from our neighbours will result in a \$1000 penalty charged to the credit card on file and may result in termination of the booking & eviction from the property.

DISCLAIMER:

Fingal House has worked to ensure that the contents of our site is accurate and reliable. However, errors may occur. Fingal House disclaims any warranty of any kind, whether expressed or implied, as to any matter whatsoever relating to this website, any links to or from this website, including without limitation, warranties as to merchantability, non-infringement or intellectual property for any particular purpose.