



✉ stay@eightacreslakesentrance.com.au

📍 303 Colquhoun Road, Lakes Entrance VIC 3909

☎ (03) 5155 4314

Terms & Conditions

PAYMENT POLICY

A credit card is required to confirm your reservation. On acceptance of the reservation a deposit equal to the first nights' accommodation rate will be charged to your credit card.

Full payment is required 30 days prior to arrival. If payment is not received by the due date, Eight Acres Lakes Entrance reserves the right to cancel the booking.

TRAVEL DURING COVID-19 EPIDEMIC

If government restrictions are placed on domestic travel due to the impact of Covid-19, we will provide a free change of date to your booking or provide a credit note for the full value of your booking. If you do require a refund, a 5% admin fee will be applied. All other cancellations will be subject to our normal cancellation policy.

Bookings made via a third party or online travel agent i.e. Booking.com or Airbnb, will incur additional charges due to commissions payable.

STANDARD CANCELLATION

Full payment is required 30 days prior to arrival. If you cancel your booking 30 days or more before your scheduled arrival there will be no charge* (excluding Peak & group bookings).

If cancelled or modified 15-30 days prior to arrival a 20% cancellation fee will be applied and the remaining balance will be refunded.

If cancelled or modified 0-14 days prior to arrival the full tariff is non-refundable.

*Peak Season – A non-refundable 20% deposit is required at the time of booking with the remaining balance charged 30 days prior to arrival. Dates included are Easter, Christmas and New Year Holidays.

*Group bookings of 3 rooms or more require a non-refundable 20% deposit at the time of booking with the remaining balance charged 30 days prior to arrival.

SECURITY BOND

A security credit card is required as security for your booking. Your credit card will be debited in the event of: damage to the property, equipment, breakages or if extra cleaning is required.



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PAYMENT OPTIONS

Payments are accepted by cash, credit card or direct debit. All credit card payments incur a 2.9% fee.

Direct debit: Please email a copy of the receipt to stay@eightacreslakesentrance.com.au after payment.

EFT BANKING DETAILS

Account name: Eight Acres Lakes Entrance Pty Ltd

Account number: 1079 2227

BSB: 063-534

Reference: Please use your full name as a reference

RATES

Rates quoted are in Australian dollars and are subject to change at any time. Rates are inclusive of GST where applicable. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking. Minimum length of stay restrictions apply to certain rates during long weekends and school holidays. The price of your accommodation cannot be guaranteed until the deposit is received or if booking online full payment is required at the time of booking.

TRAVEL INSURANCE

Would you like to protect this booking with Cancellation Cover? We are a small family-run property and cancellations can affect us hugely.

We strongly recommend you purchase comprehensive travel insurance at the time of booking. We suggest that the policy should include, but not be limited to, the reimbursement of any monies paid in the event the travel is cancelled; loss or damage to personal baggage and loss of money and medical expenses.

CHILD POLICY

Children aged 3 years and above are included in the occupancy rate. Children's prices for accommodation are included in the standard tariff rates and refer to children using existing bedding. Please note that our room type Glamping is not child friendly.



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NUMBER OF GUESTS

At no time during your occupancy is the number of guests staying to exceed the number booked, unless prior approval is sought and given by management. Any persons exceeding the maximum occupancy of the property will be considered trespassers and will be evicted.

CHECK IN & CHECK OUT

Standard check in time is 2pm on the day of arrival and the room is to be vacated by 10am on the day of departure. An additional fee may be charged if you do not check out by 10am. Early arrivals and late check outs are at the discretion of management and must be requested at the time of booking. Whilst every effort will be made to accommodate early arrivals and late departures, the only way to absolutely ensure early check-in or late check-out is to book the extra \$30 fee upon booking.

CLEANING

Extra cleaning and linen change can be arranged during your stay at an additional charge. Please contact management for further details. On departure, your room is to be left in a clean and tidy state, including dishes washed, dried and put away. Extra cleaning charges will apply if this condition is breached and will be deducted from your deposit or credit card.

SMOKING

Smoking inside any rooms is strictly prohibited. If there is any evidence of smoking inside rooms you will be charged an additional \$500 fee for a specialized clean to eliminate odours. Please ensure doors and windows are closed if smoking near rooms.

PETS

We are pet-friendly at an additional \$100 fee per pet per stay. No dogs allowed in the Glamping tents or pool area.

PERSONAL BELONGINGS

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupant's personal property left on the premises and agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred.



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VEHICLES AND PARKING

Allocated parking is provided for each room type.

Glamping tents- 1 vehicle

Two bedroom cottages- 2 vehicles

BEHAVIOUR

Parties or gatherings are strictly prohibited unless prior arrangements have been made with management. Disturbance to other Eight Acres guests and neighbours including excessive noise and music is prohibited and may result in eviction without refund. If a noise complaint is received a first warning will be given, if a second complaint is received this will result in immediate eviction with no refund.

NOISE REGULATIONS

Before 8am and after 11pm on any Friday, Saturday or the day immediately before a public holiday. Before 8am and after 10pm on any other day. A \$500 fee will apply if our onsite manager has to be called out after these hours.

SWIMMING POOL POLICIES

Open 9am – 7pm daily

All pool areas are exclusively for registered in-house guests only.

There is no lifeguard on duty swimming is at your own risk.

Children under the age of 12 must be accompanied by an adult at all times.

No smoking or e-cigarettes allowed in pool area.

For health and safety, swim nappies are required for children under 3. Parents will be liable should the pool be forced to close and be drained due to negligence in supplying proper nappies to prevent pool accidents.

Please do not 'reserve our sun lounges for extended periods.

Diving is not permitted as the pool depth varies.

No glass allowed in pool area. Plastic cups only.

Music allowed with the use of personal headphones only – no amplified music of any kind.

Think safely, no rough play, diving, running, pushing at the pool.



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Any injuries should be reported immediately to Eight Acres management.

Use the bathrooms in the Pool House, not the pool.

Eight Acres reserves the right to refuse access & service to the pool area.

Guests must comply with all pool policies. Violations could result in being asked to leave the pool area or the Eight Acres premises.

BREAKAGES AND DAMAGES

Damages or breakages of furniture or furnishings must be reported to management immediately. Breakages or damages to the property and all communal or external areas that are caused by any guest and/or a guest's visitor will be charged and recouped in full from the guest's credit card or deducted from the guest's refundable deposit. Excess cleaning required on departure or replacement of items removed from the accommodation will be charged to the guest's credit card. Furniture, fixtures and fittings are not to be altered or moved between rooms or properties. There will be a charge incurred if furniture is not returned to its original location.

AFTER-HOURS CALL OUT FEES & LOSS OF KEYS

If security has to be called out to Eight Acres (out of reception hours) for a lost key; noise complaints or anything else that there is a \$80 security call-out fee that will be charged to their credit card. Loss of keys will incur a further \$90 replacement charge.

EVENTS

If you wish to use the property for birthday parties, hens/buck parties, weddings or any other special event please contact us in advance and request prior permission.

LIABILITIES

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses and disruptions due to electrical storms or other acts of God caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

CHANGES BEYOND OUR CONTROL

Compensation will not apply if a significant change is made for reasons beyond our control. These include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, health risks, changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, hurricanes



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and other actual or potential severe weather conditions, act of government or public authorities or other circumstances amounting to force majeure and/or Acts of God.

BREACH OF TERMS AND CONDITIONS

You agree that, should you or your guests breach any of the terms and conditions, you will pay to Eight Acres the total loss or damage that we suffer as a result of that breach and hereby authorize us to debit your credit card or apply your refundable deposit in payment of that loss or damage and we may evict you and your guests without notice.