

# BOOKING TERMS



## Rates

Accommodation Rates (based on two guests per cottage)  
Extra Person \$75.00p/n Adult / \$50.00p/n Child (under12)

## Check-In

Check-in is between 3.00 pm – 6.00pm, we are unable to facilitate earlier check-ins due to room turnover rates. If you are checking in after reception hours, 6.00pm please let reception know and your key will be left in the safe located out the front of the reception. A text message with the gate code and safe code will be sent to you to allow you to self-check in.

## Check Out

Check-out is strictly 10.00 am and late check-outs at 12.00pm, a \$100.00 fee applies to all late check outs and early check ins. Late check outs can only be accommodated during the low season when there isn't a guest coming into the room following your booking. If you are checking out prior to reception hours a key return box is located at the front of reception for you to place your key in. Please return your key to the key return do not leave it in your room.

## Cancellation

### *Cancellations more than 48 hours*

Cancellations made more than 48 hours prior to the guest's scheduled day of arrival do not incur any cancellation fee.

### *Cancellations less than 48 hours*

Cancellations made less than 48 hours prior to the guest's scheduled day of arrival do incur a cancellation fee. This fee is the equivalent of one night's accommodation of the guest's booking. For guests with long stays (more than 2 nights) 50% of the total amount of their booking fee will be charged.

### *No cancellation*

If a guest fails to cancel their booking, and does not show up when scheduled, that guest will be charged the entire amount of their booking.

We do not provide refunds for guests checking out prior to the booked check out date.

The cancellation policy of the Derby Lodge has been created to protect the Lodge and our guests. From the perspective of the Lodge, we pride ourselves on being accountable to our guests. We appreciate the same consideration in return. From the perspective of our guests, accurate information regarding availability must be available on request.

We consider it important to respect the personal and business travel plans of the public. We strongly recommend all travellers take out travel insurance to cover unforeseen circumstances and / or cancellation fees.

## Payment

A credit card for payment is required upon booking all of accommodation by all guests. We accept all major credit cards including Amex and do not charge a surcharge fee.

**Please note** where a company is only providing a CCA for the room only, all guests will be required to provide their own credit card on file for security and incidentals upon check in.

## Guest Responsibilities

- You must comply with all applicable House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety, and quiet enjoyment of the Property and our neighbours.
- Only the number of guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay extra charges may apply or the agreement may be terminated without refund. Please notify management if additional guests are required.
- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.

## Cleaning & Fees



- Before departure, all food must be removed from fridges, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be deducted from the security bond or charged to your credit card.
- All furniture and furnishings must be left in the position they were in when you arrived.
- The property should be vacated on time and secured. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed.
- You are responsible for damage, breakages, theft, and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management will contact you regarding repairs or replacement costs (at Management's discretion). Professional tradespersons shall be used where necessary.
- If extra cleaning is required by our staff a minimum fee of \$200.00 is charged dependent on the severity of the clean.

### **Pets**

No Pets are allowed onsite with the exception of assistance dogs, however prior notice is required at point of booking. Please note we do have a resident Blue Heeler Puppy "Maverick" and a Cat named "Goose" onsite.

### **Visitors**

Please note guests are not to give codes or keys out to guests. All visitors onsite are the responsibility of the guest and must be escorted on and offsite by the guests.

### **Lost keys**

You are responsible for the safekeeping and replacement of accommodation keys. An additional charge of \$250 will apply if a key is lost, or not returned upon checkout. The fee will be refunded upon the return of the key to the venue.

### **Lost Property**

Derby Cottages does not take responsibility for any personal belongings you leave behind at the end of your stay, nor damages incurred to your personal belonging during your stay onsite. We recommend travel insurance to cover loss, theft and damage to personal belongings. We have a lost property logbook where all items found left in a room upon check out are logged and handed to reception for storage. We store items for the following lengths of time.

1. Valuable (jewellery, electronic gadgets, official documents, cash, branded items and credit/debit cards) – 12 months
2. Non-valuable (clothes and accessories, medicines, stationeries, cosmetics) – 1 month
3. Perishable (food materials and soft beverages) – until 6.00pm or COB the same day as check out.
4. Liquor (alcoholic beverages) – 1 week

Guests are responsible for collecting items left behind at Derby Cottages, including postage costs which must be paid upfront before the belongings are posted back to you.

### **Smoking**

Smoking is not permitted inside any room, nor on the balconies or verandas of any accommodation buildings. The designated smoking area can be located on the map given to you upon check in. An extra cleaning fee will be charged if unable to follow the rules in place. Cleaning fee for smoking in the room is \$200 plus a minimum of one night's tariff.

### **Long Stays (7 nights or more)**

We endeavour to service your room once a week. Sometimes we might be 1-2 days late, if it is any later than that, please remind us politely. We would hate to bother you if you are on night shift. Please notify reception and we will service your room accordingly. Weekly servicing is completed on Saturdays and Mondays.

### **Maintenance & Repairs**

If your room needs any maintenance or repairs, please contact us before you check out, we want your stay to be as comfortable as possible.



### **Wi-Fi**

The cottages do not have wi-fi access.

### **Security**

Please ensure that you keep your doors locked at all times and keep valuables out of sight. Any lost keys or remotes will incur a \$250 Charge on your credit card supplied. Please do not leave your room open or unlocked upon check out and return your key to the key return at reception.

### **Parking**

Each cottage has a dedicated parking spot outside the cottage.

### **Neaps Bistro**

If you wish to dine at Neaps Bistro during your stay, we offer dinner and breakfast options to our in-house guests. To book click on the "BOOK NOW" button on our website, Facebook or Instagram pages. Bookings are essential and due to the volume of patrons we are unable to accommodate walk-ins.

### **BREAKFAST**

#### **Monday to Friday**

Breakfast & Grab & Go & Seated Service

7.00am - 9.30am

#### **Saturday**

Breakfast - Seated service

8.00am - 11.00am

#### **Sunday**

Breakfast - Seated service

9.00am - 12.00am

### **DINNER**

#### **Monday to Friday**

Dinner - Normal Menu

5.30pm - 8.30pm

#### **Sunday**

Fish & Chips – Takeaway Only

5.00pm – 7.30pm

### **Airport Transfers**

Derby Lodge provides an airport transfer service between the airport and Derby Lodge for in-house guests for a fee.

To enquire email [stay@derbylodgewa.com.au](mailto:stay@derbylodgewa.com.au)

### **Contact Details**

**Reception:** (08) 9193 2924

**After hours:** 0427 382 904

**Email:** [stay@derbylodgewa.com.au](mailto:stay@derbylodgewa.com.au)

### **Reception Hours**

Weekdays: 9.00am – 12.00am & 2.00pm – 5.00pm

Weekends & Public Holidays: Closed