

Terms & Conditions



BOOKING FEES

- Payment can be made via bank transfer. Please email us at customfinancial@outlook.com for bank details. Your booking confirmation and/or payment confirms your acceptance of our Terms & Conditions.

BOOKING CONFIRMATION

- When we confirm your booking via email your reservation dates will be held for 48 hours. Payment must be made during this time to secure your booking.

IDENTIFICATION

- Please confirm your full name, residential address, email address and telephone number
- We also require a copy of your Passport or Driver License. You can email this to us or text a photo to 0400 134 795. Note that bookings cannot be confirmed until identification is received.

CANCELLATIONS

- No refunds will be paid for any cancellation requested or “no shows” within 14 days of your confirmed reservation dates.
- For cancellations requested 14 or more days prior to arrival, we will provide a full refund *less* a \$50 administration fee.

PRIVACY

- As we live on-site, but completely separate from your cottage, we are nearly always available to happily assist in any way we can. We promise we will give you your space and you'll have complete privacy.
- This cottage is on the owner's property, set a distance away with own parking and access to the cottage.

CHECK-IN & CHECK-OUT

- Check-in is after 3pm on the date of arrival.
- Check-out is by 11am on the date of departure.
- We offer a self-check-in facility only. Guests will be provided with the check in details via email or text before their arrival.

BOOKING AMENDMENTS

- Amendments to booking dates will be considered if the request is lodged more than 14 days prior to the original booking dates. Note that revised dates may not be available but we will endeavour to accommodate your request wherever possible.

POINT OF CONTACT

- Please direct all enquiries during your stay to 0400 134 795.

GUEST AMENITIES

- The cottage will be thoroughly cleaned prior to guest arrival.
- We ask that the cottage is left clean and tidy upon guest departure. Rubbish and recycling bins are located at the front of the property.
- We provide an initial amount of breakfast supplies, soap, shampoo, conditioner, dishwashing liquid and toilet paper however guests may need to replenish these supplies during their stay for their own use.

OCCUPANCY

- The booking fees paid are for 1 to 2 people (unless otherwise agreed prior to arrival).
- Any additional guests incur an additional charge at 50% of the agreed nightly rate.
- The Garden Cottage is NOT available for parties or gatherings of any nature beyond the agreed number of guests. Failing to comply with this condition can result in eviction from the premises.

THEFT & BREAKAGES

- All breakages, damages, or missing items must be paid for. You will be invoiced within 48 hours of your departure if anything is identified.

NO SMOKING

- Fleurbaix B&B is a strictly no-smoking property.
- Smoking is not permitted anywhere on the property.

CANDLES & SMOKE

- The lighting of candles and the smoke from cigarettes/cigars/pipes/electronic devices or from the burning of incense is not permitted inside any building. Candles and smoke represent a major risk of fire/damage to surfaces and fabrics. Table lamps, dimmer switches and battery operated candles are provided for mood lighting.
- If there is damage as a result of the burning of candles or there is evidence of burning candles in a room or if a room is contaminated by smoke from inside or outside smoking you will be liable for an additional charge, which will equate to the sum of:
 - The daily tariff for the days or part days that the room or cottage is unavailable for other guests due to the effects of smoke contamination and damage.
 - The cost of finding alternative accommodation for subsequent guests as a result of the cottage being unavailable.
 - The cost of cleaning, repairing or replacing any item damaged by the effects of smoking or the burning of candles, incense or other substances. This may include the cost of additional cleaning, laundering of furnishings, blinds or other fabrics and the replacement of damaged items.
 - The minimum charge for either the burning of candles or for smoke contamination of a cottage is \$300.

PETS

- Pets are not permitted without prior agreement and consent from management.

OFF STREET PARKING

- Undercover, off street parking is provided for ONE VEHICLE only.

YOUR BELONGINGS

- We are not liable under any circumstances for loss, theft or damage to a guest's property/belongings, or personal injury.
- We recommend that guests purchase appropriate insurance to cover any unforeseen circumstances.
- If guest belongings are left at the property upon a guests departure they must organise with us an appropriate date and time to either attend the property to collect the items or arrange (at their cost) a mail or courier service to collect the items from the property on their behalf and deliver them to the guest.

WI-FI

- Wi-fi is provided during your stay at no extra charge however there may be interruptions or variations in connection speed that are beyond our control. No refunds will be provided relating to wi-fi provision.

PROPERTY MAINTENANCE

- Property maintenance and cleaning is either conducted by us and/or approved licensed contractors.
- If an issue arises during a guests stay we ask that we be immediately notified of the problem. We will do everything we can to resolve the issue as promptly as possible however we may not be able to obtain emergency licensed contractor service in the timeframe we desire.
- If an issue with the cottage cannot be resolved during a guests stay we will consider offering a full or part refund depending on the circumstances.

WOODFIRE

- The woodfire is available for use during the winter months of June, July and August only.
- We will provide enough firewood for one fire however any additional firewood that may be required will be at the guests expense (\$15 for a refill of firewood box).
- Guests may purchase their own firewood

LOCAL WEATHER

- The Dandenong Ranges can experience severe weather. This weather can result in power failure, loss of television reception, and damage to the premises (dwelling or surrounding property). We will not accept responsibility for any severe weather that causes power outage, interruption to television reception or damage to the property or its inhabitants. No refunds or discounts can be given due to weather.

BUSHFIRES

- The Dandenong Ranges are one of the most fire prone regions in the world and guests must obey the strict rules that apply to Total Fire Ban days. These rules, and other sources of valuable information that can help during a Total Fire Ban day, can be found at www.cfa.vic.gov.au.

ELECTRIC BLANKET

- An electric blanket is provided for the comfort of our guests during the cold winter months. Guests must ensure the electric blanket is not left on while the property is unattended or whilst sleeping.

WILDLIFE

- Like much of Melbourne, Sassafras is home to native possums and we certainly have our fair share at Fleurbaix! Possums are known to jump loudly on to the roof at night making a very loud noise. They also have a very loud territorial call that may be frightening to some guests.

GUEST ACKNOWLEDGEMENT OF TERMS & CONDITIONS

- When a guest confirms a booking with us they do so on the basis of agreeing to our terms and conditions.

EVICITION OF GUESTS FROM PREMISES

- We reserve the right to reject access or remove any guests/occupants from the premises where we have determined they may cause risk, harm or nuisance to other guests, staff, venue facilities and the business. Failure to vacate the premises when requested will result in us contacting authorities to have you removed and/or escorted from the venue. Costs incurred for your removal from the premises will be sought from you. If you are not present at the premises when this request has been made, your belongings will be removed and relocated to a storage facility at your cost. No refund will be given.

PRIVACY POLICY

- The privacy of our guests personal information is to us. We are committed to respecting our guests right to privacy and protecting their personal information. All information gathered shall only be used for the purpose of a guest's rental with us (including payment, provision of booking & check-in information, verification of identification and agreement to our terms and conditions). We agree to take all reasonable steps to ensure our compliance with Privacy laws.