

# Zamunda – Holiday Home

## Terms & Conditions

### Terms & Conditions of Booking

These Terms & Conditions apply to all bookings made for Zamunda (“the Property”) through our website. By making a booking, the guest agrees to comply with these Terms & Conditions.

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#### 1. Booking Confirmation & Payment

A booking is only confirmed once full payment has been received and written confirmation has been issued.

The person making the booking must be at least 18 years of age and accepts responsibility for all guests staying at the Property.

All bookings require full payment at the time of booking.

If payment is not successfully processed, the booking will not be confirmed.

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#### 2. Security Bond

A refundable security bond is required for all bookings and must be paid prior to check-in.

The applicable bond amount is:

- **Low Season:** AUD \$1,500
- **Mid Season:** AUD \$2,500
- **Peak Season:** AUD \$5,000

The security bond covers:

- Damage to the property or its contents
- Excess cleaning
- Breach of these Terms & Conditions
- Unauthorised events or parties
- Excessive noise complaints
- Any additional costs incurred during the stay

The bond will be refunded after the property has been inspected and cleaned, provided no damage, loss, or breaches have occurred. Please allow up to 7 days for bond processing.

Any costs exceeding the bond amount remain the responsibility of the guest.

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### **3. Strictly No Pets Policy**

No pets or animals of any kind are permitted at the Property under any circumstances.

Bringing a pet onto the Property without prior written approval will result in:

- Immediate termination of the booking
  - Forfeiture of the security bond
  - Additional cleaning or damage charges where applicable
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### **4. Cancellation Policy**

#### **More than 4 weeks before check-in:**

- Payments made may be partially refunded at the Owner's discretion, less a \$180 administration fee, if the Property is successfully rebooked for the same dates and value.

#### **Less than 4 weeks before check-in:**

- All payments made are non-refundable.
- If the Property is rebooked, a partial refund may be issued equivalent to the recovered booking value less a \$180 administration fee.

#### **If the Property becomes unavailable:**

If the Property becomes unavailable due to circumstances beyond our control, all monies paid will be refunded in full. This refund constitutes our full liability.

We strongly recommend guests obtain comprehensive travel insurance.

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### **5. Amendments to Bookings**

Requests to amend bookings must be submitted in writing.

- Amendments requested more than 4 weeks prior to check-in may be accommodated subject to availability and rate changes.
- Amendments requested within 4 weeks of check-in may be treated as a cancellation.

Changing to a different property or significantly changing booking dates may also be treated as a cancellation.

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### **6. Guest Numbers**

Only the number of guests stated on the booking confirmation may stay at the Property.

Exceeding the approved occupancy may result in:

- Immediate cancellation of the booking

- Removal from the Property
  - Forfeiture of the security bond
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## **7. Noise & Residential Amenity**

Guests must respect neighbouring properties at all times.

- Excessive noise is strictly prohibited.
  - Outdoor entertaining and outdoor music must cease by 9:00pm.
  - Disturbances, complaints, or anti-social behaviour may result in eviction and forfeiture of the security bond.
  - The use of drones above and around the holiday home including neighbouring properties is not permitted.
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## **8. Parties, Functions & Events**

The Property is provided strictly for short-term holiday accommodation only.

Parties, weddings, functions, retreats, school leavers groups, or commercial events are strictly prohibited unless expressly approved in writing.

Unauthorised events will result in immediate termination of the booking and forfeiture of the security bond.

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## **9. Smoking**

Smoking and vaping are strictly prohibited inside the Property.

Guests smoking outside must dispose of cigarette butts responsibly and safely.

Additional cleaning fees may apply where smoking occurs inside the Property.

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## **10. Guest Responsibilities**

Guests agree to:

- Keep the Property clean and secure
- Leave the Property in a clean and tidy condition
- Report any damage or maintenance issues promptly
- Use all appliances and facilities responsibly

Guests are financially responsible for any damage, breakages, theft, or additional cleaning caused during the stay.

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## **11. Guests Property**

Guests are responsible for their own property, whether luggage, vehicles, equipment or other. The property owner accepts no responsibility for any loss or damage to guest property.

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## **12. Outdoor Fires**

An outdoor fire is only permitted in the designated firepit and providing it is within the local council's permitted fire burning season. If it is between seasons, a council permit must be obtained and DFES guidelines followed.

Guests are responsible for complying with all local fire restrictions and total fire bans.

Unauthorised fires may result in immediate eviction and forfeiture of the security bond.

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## **12. Liability**

All guests use the Property and its facilities entirely at their own risk.

We are not responsible for:

- Loss or damage to personal belongings
  - Injury, accident, or illness during the stay
  - Temporary failure of utilities, appliances, internet, or services
  - Events beyond our control including weather events, natural disasters, or power outages
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## **13. Right to Refuse or Cancel Bookings**

We reserve the right to refuse, cancel, or terminate any booking at our discretion where:

- These Terms & Conditions are breached
  - False or misleading information has been provided
  - The booking is deemed unsuitable for the Property
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## **14. Acceptance of Terms**

Payment for the booking constitutes acceptance of these Terms & Conditions by all guests associated with the booking.