



TERMS & CONDITIONS

1. Deposit
 - a. A deposit of first nights accommodation must be received upon booking via credit card or bank transfer to confirm the booking.
 - b. The payment will indicate acceptance of the following booking conditions.
2. Final Payment
 - a. Any outstanding amounts must be received at time of check-in.
 - b. Where applicable, prices listed include GST
 - c. If deposits or final payments are not received by set due dates, Sirromet Wines and Sanctuary by Sirromet reserves the right to cancel the booking.
3. Amendments
 - a. All booking amendments are subject to availability.
 - b. Amendments may result in a rate variance.
4. Cancellations
 - a. Cancellations made 7 days or less prior to arrival will result in a full loss of deposit.
 - i. As mentioned in 1a, a deposit is the first night of accommodation.
 - ii. One night stays will result in a loss of full amount
 - b. Cancellations made for bookings during our A Day on the Green Concerts due to cancellation of the event will be offered a refund should the guest choose not to stay. We cannot guarantee any bookings for re-scheduled events that may take place.
 - c. No shows will be subject to a 100% cancellation fee regardless of length of stay
5. Refund Policy
 - a. Cancellations made prior to the periods outlined in 4a, will receive a refund with no associated costs when booked directly via Sanctuary website.
 - b. Third party and affiliate sites may have different refund policies in place
6. Pre-Authorisation Charge
 - a. At the time of check-in, a \$150 pre-authorisation hold will be applied to the credit card on file
 - i. This hold will be released back to the same card on file when all outstanding charges have been settled upon check-out
 - ii. If outstanding charges are not settled upon check-out, all incidentals will be charged against the pre-authorisation amount. If charges exceed this amount, the credit card on file will be charged to settle remaining outstanding balances
 - iii. The pre-authorisation may also be used to cover any extra cleaning, damages to pavilions & houses and/or replacement of items costs deemed necessary at the discretion of management

7. Payment Options
 - a. Standard payments include the following
 - Mastercard (Debit/Credit)
 - Visa (Debit/Credit)
 - AMEX
 - Diners Credit Card
 - b. Please note Sanctuary by Sirromet does not accept any cash payments
8. Rates & Changes
 - a. Rates quoted are subject to change at any time
 - b. Rates are inclusive of GST where applicable
 - c. Rates quoted are a guide only up until written advice of confirmation and receipt of deposit/s
 - d. Minimum length of stay restrictions may apply to certain dates throughout the calendar year
 - e. All other rate and changes should be confirmed by the guest at time of booking
9. Check-In
 - a. Check-in time is at 14:00 (2pm)
 - b. Early check-in is on a request basis and is subject to availability
 - i. Charges may apply for early check-in requests
 - c. Upon check-in, the booking guest will need to provide a photographic form of identification which will be sighted by our reception team
 - i. Forms of ID accepted include a drivers license, 18+ card or passport
10. Check-Out
 - a. Check-out time is 10:00 (10am)
 - b. Late check-out is on a request basis and is subject to availability
 - i. Charges may apply for late check-out requests
 - ii. Late check-outs after 11:00 will incur a charge
 - iii. Any check-outs after 14:00 will incur a full night rate charge
11. Unaccompanied Minors
 - a. All guests under the age of 18 must be accompanied by a parent/guardian
 - i. Staff have the right to refuse entry to anyone under the age of 18 if the parent/guardian is not present
12. Pet Policy
 - a. Pets are not allowed at Sanctuary by Sirromet
 - i. Under special circumstances, management may provide approval for guests travelling with a guide/support dog
13. Fire Policy
 - a. There is a strict no naked flames policy at Sanctuary by Sirromet
 - b. Cooking equipment such as camping style cooktops or BBQ's are also prohibited on site

14. Smoking Policy

- a. For the comfort of all guests, all our pavilions, Winemakers Cottage and Merlot house are designated as non-smoking.
- b. Smoking in one of accommodation types will result in a \$250 recovery fee
- c. There is a designated smoking area approximately 50m after entry to Sanctuary on the left-hand side

15. Noise & Party Policy

- a. We wish to make everyone's stay at Sanctuary by Sirromet and enjoyable one and as such we have a strict no party policy and a quiet please etiquette from 22:00 (10pm)
 - i. All visitors must vacate the designated accommodation type by 22:00 (10pm)
 - ii. Only registered guests are allowed on premises after 22:00 (10pm)
 - iii. Failure to comply with the above terms or any disturbances to other guests will not be tolerated and may result in the termination of your stay

16. Responsibility

- a. Sirromet Wines both for itself and on behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statements made by their service providers in terms of travel arrangements.
- b. Sirromet Wines shall not be liable for the wilful or negligent acts and/or omissions of such carriers and/or service providers. Sirromet Wines will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control.