

# SANCTUARY

BY SIRROMET

## Terms and Conditions

Sanctuary Accommodation

### Deposit:

1. A deposit of first nights' accommodation must be received immediately by credit card or Bank Transfer to confirm the booking.
2. Payment will indicate acceptance of these booking conditions.

### Final Payment:

1. Full payment must be received upon check-in.
2. Where applicable, prices listed include GST.
3. If deposit or final payment is not received by the due dates, Sirromet Wines & Sanctuary by Sirromet reserves the right to cancel the booking. Confirmation and invoices are subject to re-issue if incorrect through error or omission and the guests accepts the liability to then pay the correct cost to retain the reservation.

### Amendments terms and charges:

1. All amendments to dates are subject to availability and rate at the time of amending your reservation.

### Cancellation terms and charges:

1. Cancellations made 7 days or less prior to arrival, will result in a loss of deposit paid for normal non-event reservations.
2. Cancellations made 24hrs or less prior to arrival will result in the Credit card on file being charged full amount of booking, minus deposit already received for normal non-event reservations.
3. Cancellations for bookings on A Day on the Green concert weekends or events, will result in a loss of deposit paid regardless of notice period given. If an event or A Day on the Green concert is postponed, rebooking will be offered if available for the new date. If the event organiser cancels the event or A Day on the Green concert, then a refund may be offered.

### Refund Policy:

1. No shows and cancellations after check in date - will be subject to a 100% cancellation fee as per Item 4.
2. Cancellations made prior to the periods outlined in Item 4, will receive a refund, although a cancellation fee of \$50 may apply, for administrative costs. Discretion of management.

### Credit Card Pre Authorisation charge:

1. At time of check in, a \$150 credit card preauthorisation charge will be applied to the credit card. This will be released to the guest in full upon check out when all outstanding account charges have been settled.
2. If upon check out, all outstanding stay charges are not settled, the Credit Card Pre Authorisation may be used to cover these costs. Charges may before example: from mini bar, food and beverage purchases onsite, experiences etc.
3. If the Pre-Authorisation doesn't cover the outstanding account charges, the credit card on file will be charged for additional remaining amounts.
4. The Credit Card Pre Authorisation charge may also be used to cover the costs associated with breaches in the Non-Smoking policy, attracting a \$150 cleaning fee or for damages during guests stay.

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## Booking Terms and Conditions - General

### Payment Options:

1. Standard Payments accepted include;
  - Mastercard - Credit and Debit Cards.
  - Visa - Credit and Debit Cards.
  - Diners Credit Card.

### Rates and Changes:

1. Rates quoted are subject to change at any time.
2. Rates are inclusive of GST where applicable.
3. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.
4. Minimum length of stay restrictions may apply to certain rates during special event periods.
5. All prices and other payments and conditions should be confirmed at the time of booking.

### Room Servicing:

1. Daily room service is included

### Check-in and Check-out:

1. Standard check in time is 2pm.
2. Standard check out time is 10am.
3. Check in and Checkout times may vary, please ask at time of booking.
4. For guaranteed arrival prior to 2pm, a room must be reserved from the previous night and therefore includes an additional nightly charge.

### Late Check-out:

1. Late Checkout after 10am is at the discretion of management and must be requested the night before check out and is subject to availability.
  - After 2pm the full daily rate applies.

### Security Deposits and Photo I.D. required on check-in:

1. An acceptable form of photographic identification will need to be produced prior to check-in.
2. A credit card guarantee will be required for at time of check in and may be used to cover incidental items such as (but not limited to): Any breakages or damage incurred during your stay by your guests or suppliers including the Winery surrounds, buildings, furniture and fittings, or cleaning charges in excess of the normal level of cleaning.

### Special Requests:

1. Whilst we attempt to satisfy all special requests, we are unable to provide a guarantee.

### Travel Insurance:

1. We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the following cover: Loss of deposit through cancellation; loss or damage to personal baggage or property and loss of money and medical expenses.

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## Not Included in Price:

1. Costs of a personal nature e.g. laundry, taxis, telephone calls, room service.

## Booking Arrangements:

1. The guest affecting a booking shall be deemed to have accepted the booking conditions on behalf of all guests named in the booking.
2. The guest who makes/confirms a booking on behalf of another person shall be deemed to have accepted the booking Terms and Conditions on behalf of all guests named in the booking.

## Documentation:

1. Once a reservation is confirmed and your deposit or full payment has been made, confirmation will be sent via email provided in the booking.

## Unaccompanied minors:

1. All clients under the age of 18 must be accompanied by a parent/guardian.
2. The property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID or proof of guardianship, if requested on check-in.

## Sirromet Gift Vouchers:

1. Gift vouchers purchased from Sirromet Wines are redeemable towards accommodation payment.
2. Non refundable or Non redeemable for cash.
3. Gift vouchers are valid for a period of 24 months from the date of issue.
4. Additional values cannot be added to an existing voucher; however, additional vouchers can be purchased.
5. Vouchers are to be treated like cash; defaced, mutilated, altered, lost or stolen vouchers will not be replaced, refunded or redeemed.
6. Sirromet Wines does not accept any responsibility for lost or stolen vouchers.

## Responsibility:

1. 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, or 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 statement made by their service providers in terms of travel arrangements. By utilising the booking services provided by Sirromet Wines, you agree that:
  - 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, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.
2. Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.

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3. Every effort is made to ensure that information displayed on the website is correct. Information, rates and Sirromet Wines website are subject to change without notice.

### Cleaning:

Incidental items such as (but not limited to): Any breakages or damage incurred during your stay by your guests or suppliers including the Winery surrounds, buildings, furniture and fittings, or cleaning charges in excess of the normal level of cleaning will incur additional charges subject to damage.

### Non-Smoking:

1. There is to be no smoking within the pavilions nor on the balconies of the pavilions. There is a designated smoking area at the old cattle yard pen behind the pavilion's car parking area on the way to Laguna.
  - \$150 cleaning charges apply for breaching the Non-Smoking policy.

### Noise:

Sanctuary by Sirromet has a 10pm noise curfew, failure to respect this may result in a \$150 penalty.

### Naked Flames / BBQs / Cooking Equipment:

1. There is no BYO cooking equipment including BBQ's allowed on or within Sanctuary by Sirromet as these pose a fire risk.

**Sirromet Wines only accepts instructions on the above terms.**