

white dog farm

luxury accommodation – fine wine – extra virgin olive oil

Customer terms and conditions

When you make a booking with us the following terms and conditions will apply:

Booking

- A deposit of 50% of the total cost is required to reserve your booking
- We reserve the right to cancel bookings not guaranteed by deposit

Payment

- Payment preferred by direct transfer.
- Payment by personal cheque (cleared by booking date)
- Cards accepted are Visa, MasterCard.

Payment Cancellation Policy

We understand that circumstances may arise where you may need to cancel your booking. Should this occur, please note that as a small establishment, cancellation fees will be incurred.

If you are able to inform us of your cancellation:

up to 14 days prior to your booking then your deposit will be refunded in full.

7 and 14 days prior to your booking a cancellation fee equivalent to 25% of the total reserved accommodation will be charged.

less than 7 days prior to your booking a cancellation fee equivalent to 50% of the total reserved accommodation will be charged.

No arrival full booking fee will apply

Children & Pets

White Dog Farm is:

- an adult only getaway and is unsuitable for children under the age of 16 years of age.
- unsuitable and unable to allow guests pets.

Arrivals and Departure

- You are welcome to check in after 2pm however, should you arrive prior to this time we are more than happy to store your luggage until such a time that your accommodation is available.
- .Departure or Check-out Time is 11.00 am by the latest, to allow time to prepare property for next guests. The client must vacate the property by the check-out time unless agreed with the operators in advance that they may stay longer. Without prior agreement, additional late departure fees may apply at the nightly rate.
- We can only provide late check out/early check in, if circumstances make it possible. Additional charge may apply

Cleaning Requirements upon Vacating the Property:

- The property should be vacated in a very neat and clean state similar to its condition upon your arrival
- All garbage wrapped and emptied into the outside garbage bin.
- When booking out please ensure your dishes are washed or the dishwasher is packed and turned on.
an extra cleaning fee will otherwise be charged.

Damage

White dog farm is happy to accept that minor or accidental damage may occur, however malicious or careless damage will be charged to you.

Smoking

Smoking is not permitted inside any White Dog Farm building

Telephone / Internet

- Telephones are not supplied in your accommodation. Telstra Next G has excellent mobile phone coverage in the Chittering area.
- Internet coverage is available through Telstra Next G Wireless