

Terms and Conditions

The Mountain Ark is a much loved retreat by many. Attention and care has been invested to ensure that you have a comfortable and enjoyable stay. Please show the necessary care and respect for the house, its interiors and gardens.

Payment

Payment may be made via electronic funds transfer, cheque or credit card (Visa, MasterCard). A deposit of 30% will secure your booking with balance of payment required seven (7) days prior to the commencement of your intended stay. Where full payment has not been received for a specified booking, we reserve the right to cancel the booking, with any payments received be forfeited to the Mountain Ark, and the intended dates released.

Cancellations

Seven (7) days notice is required for cancellations to ensure payment is returned in full. When less than 7 days notice is given, genuine attempts will be made to re-book for the same period of stay and monies returned. If a booking cannot be secured, your payment will be forfeited to Mountain Ark.

Where you do not arrive, all payments received to confirm your booking will be forfeited to Mountain Ark.

Check-in & Check-out

Your accommodation commences from the designated check-in time of 2pm on the commencement date of your booking and is completed at the designated check-out time of 10am on the departure date of your booking. Alternative times may be mutually arranged if other bookings permit.

If, for any reason, you are late in arriving within the period you have booked, the full cost of the entire booked period is payable.

Smoking

Smoking is not permitted inside the house. Please dispose of your butts thoughtfully when outside as, not only are they unsightly but, we are in a bush fire prone area.

Minimum Booking Periods

Minimum booking periods apply. There is a minimum stay of 2 nights mid-week or weekend with a minimum of 3 nights on a long weekend.

Accidental Damage and Breakage

We acknowledge that accidental breakages can occur during handling of glassware and crockery. However, we advise that where damage occurs to furnishings and fittings, we reserve the right to charge guests with the costs of replacement, repair, cleaning or otherwise bringing furnishings and fittings back to their original condition. Please report all breakages and/or damage when you check out.

It is also a condition that guests leave the Mountain Ark in a reasonably clean condition. Mountain Ark reserves the right to charge guests for any costs of additional cleaning if this condition is not met and/or if additional rooms have been used during your stay (other than the rooms paid for when booking is confirmed). An additional fee of \$50 per room applies for cleaning and laundering.

PLEASE NOTE: your act of providing your credit card details constitutes your agreement to our Terms and Conditions and provides your authorisation to the Mountain Ark to charge your credit card for any costs associated with damage, breakage, or cleaning/laundry costs as outlined above.

Children

Children are welcome at the Mountain Ark. A cot and highchair are available on request. Please supervise your children around the combustion fire and when outside as the yard beyond the lawn is unfenced and full of native flora and fauna.

Pets

Pet are not permitted.