

## Chilverton Cottages Restaurant & Day Spa

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### **A few things you need to know so you enjoy your stay with us**

Welcome to Chilverton Accommodation, Restaurant & Day Spa, we hope that your experience here is absolutely wonderful. Our main aim here at Chilverton Accommodation, Restaurant & Day Spa is for you to be able to enjoy your stay with your beloved fur kid/s. We also aim for your fur kid/s to enjoy the Chilverton experience with you. However so that all parties on the property can enjoy this experience. We have put these rules in place and all guests must follow them, no exceptions. Any persons or fur kids observed not taking notice of these rules will be asked to vacate the property and will still be charged for their duration of their booking.

- We have a **30-day cancellation policy**. Any bookings cancelled within this period will be charged at the entire cost of the booking. Cancellations prior to the 30 days will incur a 10% of the entire booking cancellation fee.
- Platypus & Rosella Cottages, Lorikeet Studio Apartment & Lumholtz Apartment accommodations are suitable **for large, medium & small fur-kids**
- King Parrot is suitable for **medium & small fur-kids**
- King Fisher Studio is **NOT suitable for fur -kids**
- **Check in is between 2pm-3pm** if you are wishing to check in after this time arrangements must be made or a phone call prior to 3 pm
- **Check out is at 10am**. Anyone checking out after this time will be charged at a costing of \$20 per hour up to 4 hours and then a full day of accommodation will be charged.
- The accommodations are only to house guests that are registered to stay, 2 persons per accommodation.
- As we have a bio-cycle system the bathroom products that we have supplied are friendly to the environment and ourselves so please use these. Please do not flush unfriendly products down the sink or toilet. (ie oil, feminine products) Please do not use any kind of oils in the spa bath, bath or shower none of them are friendly to our bio cycle.
- Please stay away from all other buildings except where you have been invited or your own as we value everyone's privacy here.
- Any items that are missing from the accommodation after your departure will be charged to your credit card at the amount it will cost us to replace it.
- Any damages to any of the property, accommodation or belongings provided in the accommodation will be charged at replacement value. Accidents do occur so if you break a plate or glass please advise us so that you are not charged for it. We may mistake this as being taken home with you.
- Only cook with the appliances that have been supplied in your accommodation. The rooms are only registered for these items only. No gas camp stoves to be used at any of the accommodations.

- Noise levels are to be kept to a minimum, this includes your fur kid/s. Please consider other guests when entering and leaving the property.
- Before inviting your own guests to visit with you please talk to us about visitor policies. Any visitors that have not been registered with us will be asked to leave and this may cause embarrassment for you.
- Please wash and dry any items from the kitchen that you may use. Unwashed dishes will incur a cost of \$40 per hour. And will be charged to your credit card.
- Do not under any circumstances take your vehicle off the main driving track, do not park or drive on the grass anywhere on the property.
- If you are needing your accommodation to be serviced please advise us on check in and this can be arranged. There is a fee of \$40 service, \$20 for extra towels and \$20 for clean bedding.

### **For our guests staying with their fur kids**

- Be sure to book the accommodation that suits your fur-kid/s best as you will be asked to upgrade to the accommodation that does when you arrive
- Fur-kid/s must be leashed at all times. It is allowed for pets to be unleashed in the puppy park only.
- Parents must poop scoop, even if you think it is too small to worry about there will be some wildlife on the property that it will worry, or anyone else that may walk in it. Bags have been provided in your accommodation if you need more please ask at reception.
- Guests or their fur kid/s are not to swim, fish or crab pot in the river or creek. There are too many snags and a very strong undertow and it could be dangerous. We are also a land for wildlife community and so strict regulations are in place.
- Fur kid/s are not allowed on any of the furnishings. This includes everything in the accommodation except the floor. Throw sheets have been provided in the black box with the puppy first aid kit on top for the just in case but please do not encourage them onto the furniture (yes will we know if you have).
- Fur kids are not to be left unattended anywhere on the property. If you wish to leave the property and not take them with you please enquire about our puppy sitting services.
- Any damages made by fur kids will be charged at replacement value, this includes drool markings, pee, excess hair, mud & dirt on any of the furniture, bedding and linen.

If you have any enquiries please feel free to ask and we will do our best to help you. Please enjoy your stay with us and we would like to thank you for your co-operation.