

SKYMIRROR

SKYMIRROR AUSTRALIA

60 Best st. Sea Lake,
Vic. 3533, Australia
ABN. 20 480 703 854

RESERVATION AND CANCELLATION POLICY UPDATED POLICY DURING COVID RISK

Reservation policy

Please note the different check-in/check-out times for each property

Villa:

Check- in time 1600 hrs -2100 hrs

Check-out before 1100 hrs

Cottage:

Check- in time 1500 hrs -2100 hrs

Check-out before 1000 hrs

1. Children and beds

Children of any age are welcome.

To see correct prices and occupancy information, please add the number of children in your group and their ages to your search.

There are no cots available at this property.

Additional beds (mattress on the floor only) are available on request at an additional charge of \$25.00 per bed.

2. Age restriction

The minimum age for check-in is 18yrs.

Smoking is not allowed.

Parties/events are not allowed

Pets are not allowed.

This property will not accommodate hen, stag or similar parties.

3. Waste Disposal

Multiple rubbish bins are provided inside the house/s.

There are also roadside bins located outside the house/s.

Villa roadside bins are located at the side of the house beside the lounge room wall.

Cottage roadside bins are located in the carport area.

4.1. Property Damage

Skymirror Australia is responsible for service and maintenance of its' Accommodation properties and endeavours to provide a safe, clean and tidy environment at guest arrival. However, it is the responsibility of guests to ensure reasonable care is taken with Skymirror Australia property during their stay. Skymirror Australia reserves the right to seek reasonable compensation because of property damage due to wilful or negligent behaviour of guest/s.

Property includes such property as building/s building walls, fixtures, fittings, furnishings and property grounds and garden etc.

4.2. Extra Cleaning fees

Although our cleaning fees are currently included in our property pricing there may be circumstances in which extra cleaning is required.

On guest/s departure it is expected our properties are left in a reasonable manner requiring normal cleaning procedure. In the event extra cleaning beyond normal cleaning procedure is required due to stains, unnecessary soil, mess or rubbish, an extra cleaning fee which will be a minimum of 25.00AUD may be payable.

Pets are generally not accepted at Skymirror properties, however in the circumstance that a pet may be accepted, a 25.00AUD fee may apply in addition to guests' reservation fee.

5. Temporary Policy During COVID

A full refund (less payment processing commissions of approximately 3%) is payable for cancellations greater than 24hrs prior to Check in.

Non-refundable

You will be charged the total price of the reservation if you cancel your booking less than 24 hrs prior to check in.

Skymirror Australia reserves the right to cancel reservations up to 24 hrs prior to arrival during Government travel restrictions. In the event of Skymirror Australia cancelling a reservation, a full refund will be provided to the guest/s.

V.9.2.2021