

Booking & Cancellation Policy

Accommodation at

Forget Me Not Farm Cottages



All services booked at Forget Me Not Farm Cottages are subject to the following policies.

As a very small boutique accommodation business, late cancellations often result in an empty cottage which has a significant impact on our business. The booking and cancellation policies are stated below. Therefore travel insurance is strongly recommended for all bookings to provide adequate protection against unforeseen circumstances and cancellation of travel.

Booking terms

- The quickest and easiest way to book your stay with us is by booking direct online via our [secure online booking system](#). You will get instant confirmation and best available rates. Online bookings require full payment with credit card at the time of booking.
- Alternatively, you can make a booking over the phone by calling Forget Me Not Farm Cottages Reservations Phone 0435 205 053 (from overseas dial +61 435 205 053) or by email book@forgetmenotfarmcottages.com.au and a 50% deposit can be paid. Final balance payment is then due 30 days prior to arrival date, failure to arrange payment will result in cancellation of booking. For bookings made within 30 days of arrival full payment is required at the time of booking
- Full payment is required to confirm your booking on any online reservations which can be paid with credit card or via bank transfer.
- We accept Mastercard, Visa and Amex or payment through PayPal

Cancellations

- Cancellations notified more than 30 days prior to arrival date will be entitled to a refund of money paid less a \$50 cancellation fee.
- Cancellations notified less than 30 days but more than 7 days before arrival date, a 50% cancellation fee will apply.
- If cancellations are made within 7 days before the arrival date, full payment will be forfeited.
- “No shows” – if you do not arrive and/or stay for the entire number of nights that have been booked no refund will be given.

Date changes

- Any date changes must be made more than 30 days prior to arrival date and incur a \$25 fee per change.
- Date changes cannot be made within 30 days of arrival. Such date change requests cannot be granted and the booking will be treated as a cancellation.

Minimum stay booking policy

- A minimum 2 night stay is required mid week and weekends.
- A minimum 4 night stay is required over the Easter weekend.
- A minimum 7 night stay is required over the Christmas period.

Where a 1 night gap between bookings arises, a 1 night stay will be available to book. 1 night stays are subject to availability.

Check In and Check Out

- Check in time is anytime from 2.00pm. We will either email or text you with a code for a key safe to access your key to your cottage.
- Check out time is 10.00am

Children

- Children are welcome.
- Please note the cottages are in very close proximity to a dam. Therefore, toddlers and children must be supervised at all times, and Forget Me Not Farm Cottages cannot be held liable for any incidents or accidents. We do not accept any responsibility.
- If young children are staying, please inform us. We can supply a gate for the front verandah to stop immediate access to the water.
- Portacots can be provided if notified at a fee of \$50 per stay of up to 1 week including linen and towels and are subject to availability.

Pets

- Guests are strictly NOT permitted to bring their pets to stay inside the accommodation or anywhere on the grounds.

Excess cleaning and damages

- No Smoking Policy – The cottages are non smoking only. Smoking is not permitted on decks or shared spaces, smoking outside only in the garden areas. Any traces of residual smoke inside will incur a cleaning charge of \$100. Any additional costs of cleaning soft furnishings may be added if deemed necessary by management.
- Excess cleaning - It is the guests' responsibility on departure to leave the cottage tidy and in a respectable condition. Your cottage is prepared with meticulous attention to detail. We ask you to treat our property with care and show respect for our guest services staff.
- Damages - any breakages or damages to goods and property is the guests' responsibility to pay for on departure.

Lost Key Policy

- \$20 charge will apply if keys are lost.

Extra Occupancy

- Forget Me Not Farm Cottages is a private property. The use of the grounds and accommodation is for the number of booked and paying guests only.
- The advertised rate for the 1 Bedroom cottage is 2 people and up to 4 people in the 2 Bedroom cottage.
- A portacot or foldout bed can be added for a fee. Maximum of one additional person in each of the cottages allowed. Portacot hire \$50 per stay of up to 1 week. Trundle bed \$50 per night. Extra linen and towel provided.

Group bookings, weddings, parties, events

- Forget Me Not Farm Cottages is a privately owned property. When an accommodation booking is made, the use of the accommodation and grounds is for the number of booked and paying guests only.
- Wedding receptions, pre/post wedding gatherings; or any other party, event or function cannot be held or catered at this location of the accommodation.
- Please note we do have a wedding venue on the farm, being a separate business and at a different location. Wedding ceremonies and receptions can be booked with Forget Me Not Weddings.

- Permission for the use of the property for wedding groups, family groups or friends groups must be requested and granted by Management, prior to making the accommodation booking.
- Wedding ceremonies or elopements can be arranged with permission from Management providing all 4 cottages are booked. We are happy to provide you with a package for an additional cost.
- Management reserves the right to determine the appropriate use of the grounds and to request all persons abide by the conditions set out.
- We require you to show respect and care for our property. It is the guests' responsibility on departure to leave the accommodation tidy and in a respectable condition. While we understand that accidents can happen, Guests must notify Management of such incidents prior to their departure.

Behaviour and Noise Policy

- Forget Me Not has a No Party policy. Unreasonable noise will not be tolerated after 10.00pm. We reserve the right to request people who are making too much noise at any time of the day or night to leave. No refunds will be applicable. A security company or police may be called to investigate complaints of excessive noise or anti-social behaviour. Any charges incurred by the security company or police will be charged to the guest.

Schoolies Policy

- We do not accept schoolies reservations. Minimum check-in age is 21 years unless accompanied by an adult

Additional Charges

- Management also reserves the right to charge guests for the following, but not restricted to, all damages and breakages, lost keys, missing items, late departure, extra cleaning and unpaid expenses.

