


Booking, Cancellation, Refund & Privacy Policy

Forget Me Not Farm Cottages


 **589 Coopers Shoot Road, Coopers Shoot NSW 2479, Australia**

We're a small, boutique accommodation business, and last-minute cancellations can significantly impact us. We appreciate as much notice as possible if your plans change.

 **0435 205 053**

 **book@forgetmenotfarmcottages.com.au**

 **www.forgetmenotfarmcottages.com.au**

 **ABN: 23168154265**

Booking Terms

- Book direct via our secure online system for instant confirmation and best available rates.
- Online bookings require **full payment at the time of booking**.
- Prefer to pay a deposit? Call or email us—we can arrange it.
- For phone/email bookings, a **deposit** is accepted, with the **final balance due 14 days prior** to arrival.
- Bookings made within 14 days of arrival require full payment upfront.
- We accept **Visa, Mastercard, Amex, PayPal, and bank transfer**.

Cancellation & Refund Policy

- **Free cancellation** up until **10:00am the day before arrival**.
- Cancellations after this time, or **no-shows**, will be charged the **full reservation amount**.
- Any third-party booking site fees or commissions are the **guest's responsibility**.
- Any refunds due will be processed back to the **original method of payment**.

Minimum Stay Requirements

- **2-night minimum** stay applies midweek and weekends.
- **1-night stays** may be available to fill gaps (subject to availability).

Check-In / Check-Out

- **Check-in:** From **2:00pm** (key safe code sent via text or email)
- **Check-out:** By **10:00am**

Children

- Children are welcome but must be **supervised at all times** due to the nearby dam.
- A gate for the verandah is available upon request.
- **Portacot hire**: \$50 per stay (includes linen and towels, subject to availability)

Pets

- **No pets** are allowed inside the cottages or anywhere on the property.

Cleaning, Smoking & Damages

- **No smoking** inside cottages or on decks/shared areas. Outdoor garden areas only.
- Cleaning fee: **\$100 minimum** for any indoor smoking.
- Cottages must be left tidy and in good condition.
- Guests are responsible for any **damage or breakages**.

Lost Key Policy

- Lost key replacement fee: **\$20**

Extra Occupancy

- **1-bedroom cottage**: up to 2 guests
 - **2-bedroom cottage**: up to 4 guests
 - Additional guest options:
 - **Portacot**: \$50/stay
 - **Trundle bed**: \$50/night (includes linen and towel)
 - *Maximum one extra person per cottage*
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Groups, Weddings & Events

- Cottages and grounds are for **booked/paying guests only**.
 - **No weddings, parties or receptions** permitted at the cottages.
 - For events, please contact **Forget Me Not Weddings**, a separate business on the property.
 - Elopements or group gatherings must have **management approval in advance**.
 - All damage must be reported before departure.
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Behaviour & Noise

- **No party policy** – excessive noise is not permitted after **10:00pm**.
 - Guests causing a disturbance may be asked to leave without refund.
 - Fees apply for any callouts from security or police.
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Schoolies Policy

- No schoolies bookings accepted.
 - **Minimum check-in age** is 21 unless accompanied by an adult.
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Additional Charges

Management reserves the right to charge for:

- Damage or breakages
 - Lost keys or missing items
 - Late departures or unpaid balances
 - Excessive cleaning
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Privacy Policy

At **Forget Me Not Farm Cottages**, your privacy is important to us. We are committed to handling your personal information in accordance with Australian Privacy Principles (APPs).

What We Collect

We may collect:

- Your name and contact information
 - Booking details (dates, guests, preferences)
 - Payment info (processed securely)
 - Any communications or requests
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How We Use Your Data

We use your information to:

- Manage bookings and send confirmations
 - Communicate with you about your stay
 - Process payments securely
 - Improve guest experience
- We **do not share** or use your data for marketing unless you opt in.
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Who We Share With

Only essential service providers, including:

- Our booking platform (e.g. ResOnline, Bookeasy)
 - Payment processors (e.g. Stripe, BPOINT)
 - Communication platforms (for confirmations, etc.)
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Data Security

All data is handled securely. Credit card information is processed via **PCI-compliant** third parties and never stored directly.


Access & Correction


You may request to view or correct your personal information at any time. Please contact us directly.

Contact Us

If you have any questions about your booking or how your data is handled:

Forget Me Not Farm Cottages

 0435 205 053

 book@forgetmenotfarmcottages.com.au

Policy Updates

This policy may change. The latest version will always be published on our website.

Last updated: July 2025