



Yarranungara Yurt Retreat

512-514 Oxley-Meadow Creek Road, Oxley, Victoria, Australia 3678

0427 279 310 or (03) 5727 9312 | yurtlinda@gmail.com | www.yarranungara.com.au

Booking Terms and Conditions

Please take the time to read these terms and conditions before booking your stay with us. By booking with us, you agree to accept, without limitation, all of these terms and conditions of use. We reserve the right to change or update these terms and conditions without prior notice.

Please provide an approximate arrival time at least one week before your booking date. Feel free to ask us anything, or for any special requests - we're happy to help.

Bookings

All bookings made are subject to these terms and conditions and the person making the booking is deemed to have accepted these terms and conditions on behalf of the individuals staying.

Due to the bad behaviour of a few, please note:

- Strictly NO animals, infants, children or more than 2 adults – If you fail to adhere, you will be asked to leave & no refund will be given
- For reasons of safety the Retreat is strictly unsuitable for Infants, Children, Pets
- Shoes OFF to enter Yurt - extra cleaning charges will apply if not adhered to. We recommend easy on/off footwear for the short dash between the Yurt and Ensuite
- Lubricant or other marks on linen which can't be removed with normal washing will incur extra charges for Dry Cleaning &/or replacement
- Strictly NO naked flames in Yurt – all candles are battery operated. To avoid fire Gas heater is to be operated ONLY positioned in centre of the yurt
- This is a non-smoking facility, for the comfort and safety of guests AND safety of the surrounding environment. If you must smoke, please do so only in the Pergola area and use ONLY the provided 'Butt Bucket' to extinguish cigarettes
- Please respect the wildlife, environment & facilities – any damage or extra cleaning costs will require recompense.
- Please keep all belongings safe, in the event that your personal possessions are lost, damaged or misplaced on the property, we do not assume financial responsibility
- **Extreme Weather conditions** - In the event of extreme weather conditions which may endanger the safety of our guests, we reserve the right to cancel or reschedule bookings
- **Chiminea** – Use is subject to suitable weather conditions and fire bans

Cancellation policy

Cancellations or reschedules must be made at least 14 days prior to the scheduled check in date to avoid any penalties.

Cancellations or reschedules made between 14 days and 7 days prior to the scheduled check in date will forfeit 50% of the booking fee.

Cancellations or reschedules made less than 7 days prior to the scheduled check in date will be forfeit 100% of the booking fee.

Refunds will be processed within 5 business days.