

Terms & Conditions

Dear Valued Guest,

Please take a minute to read our terms and conditions. These exist to make Jacob's Well Retreat a safe, happy, and welcoming place to stay.

Arrivals and Departures

Check-in is from 2:00pm. Check-out is by 10am. Please contact reception on 0418774055, if any additional time is required.

Identification

Please make sure to bring a valid photo identification. A passport, government issued I.D. card or driving licence are all accepted as valid forms of identification and must be presented at check-in.

Age Restrictions

Bookings cannot be accepted from any person under the age of 18 unless they are accompanied by an adult (18 or over).

Payment

Full balance is due at the time of booking unless your arrival is more than 1 calendar month from time of booking. For bookings made prior to a calendar month of arrival a minimum deposit of one night's stay is required at booking.

Please be aware that we only accept Mastercard and Visa. We do not accept American Express, Diners Club or any other card.

Cancellation Policy

If you wish to cancel your reservation, to receive a refund you will need to notify our reception via email to kingdon@jacobsowellretreat.com.au at least one week prior to the booking date.

If you notify us less than one week before your arrival date, all but the first night's tariff will be refunded.

If you notify us less than 48 hours before arrival or in the case of a no show, you will not be entitled to any refund.

The above cancellation policy applies to booking made directly with Jacob's Well Retreat, (not through any Online Travel Agents).

Use of Credits: A credit can only be used at Jacob's Well Retreat. Credits are valid for a period of 12 months from date of issue, any bookings must be made within this period.

Reservations using a credit can be made by email to kingdgon@jacobswellretreat.com.au they can only be used by the nominated recipient of the credit. Should the total spend be more than the value of the credit, the difference must be paid as per the new booking terms and conditions.

Weekly Rates for Long Term Guests

If a weekly rate is negotiated, guests must pay one week in advance at all times. If a payment is late, the guest will be charged the usual short-term rate for the accommodation provided and given twenty-four hours to bring the payment up to date, or they will be asked to vacate the property. Management discretion applies.

Room Keys

Guests will be given a key when they check-in. If the guest loses or damages the key the guest will be charged \$20.00 for a replacement – so please keep it safe!

Keys are to be returned to the office or left inside near the door and the room left locked.

Kitchen

A shared kitchen is available for all guests to use. Guests are permitted to store food in the fridge/freezer. Please use the permanent marker located on one of the fridges and put your name or room number on your food. ***Please respect food and equipment belonging to other guests.*** Guests are expected to wash, dry and put away their own dishes and leave appliances, sink and workbench surfaces clean after use. Please turn off all lights and appliances not in use.

NO COOKING PERMITTED IN ROOMS. NO TOASTERS OR MICROWAVES OR COOKTOPS.

Games Room

The Games Room is located across the decking, opposite the kitchen. Table tennis and darts are available. Please respect 10.00pm lights out time and leave the room tidy and free of rubbish. You will find some sports equipment located in the Games room. Please return after use.

Worship Room

Located next to the games room, this room is available for hire by church groups. Terms and conditions of use is to be discussed with management at time of group booking.

Guest Behaviour

The comfort, safety and security of our guests is important to us. Any guest(s) who, in the opinion of our staff, compromise the comfort, safety or security of other guests or staff will be asked to leave Jacob's Well Retreat and will not be given a refund.

Guests are expected to respect other guests, staff, and property.

No Smoking

Smoking is not permitted in any of rooms or indoor areas. Any guest found smoking inside will be charged a \$250.00 cleaning fee and asked to leave immediately. A refund will not be issued.

Ash trays are provided on external walkways. Please ensure all cigarette butts are disposed in them.

No Drugs

Drug use is illegal in Australia. Any guest found using drugs in rooms or anywhere within the grounds will be asked to leave the premises immediately. A refund will not be issued.

Dogs & Other Pets

Your socialised dog is permitted in our pet friendly rooms. You must advise us that you have a pet(s) at the time of bookings and there is a \$10 charge per pet, payable on arrival.

You must agree and adhere to the following rules:

- It is expected that dogs are not aggressive, or inclined to bark
- Must be fully vaccinated, clean, and not have fleas.
- Animals must be fully registered and have an identification tag with their name and phone number on a secure collar.
- Animals must be always under the effective control of their owner and cannot be left alone in your room at any time.
- Dogs not permitted to any common indoor areas.
- Please bring your dog's bedding as they are not permitted on any furniture. Failure to comply will result in extra cleaning/damage costs.
- Owners must clean pet waste immediately and dispose of in red bins.
- Guests will be expected to reimburse Jacob's Well Retreat for any damage or additional cleaning created by their pet during their stay.

Noise Curfew

We ask that everyone abide by our 10pm noise curfew. No music, large outdoor gatherings, shouting etc, are permitted after 10pm. This is to allow all our guests a peaceful, uninterrupted sleep.

Exceptions occur when a function endorsed by Jacob's Well Retreat is held.

Damage to Jacob's Well Retreat Property

Guests will be expected to reimburse Jacob's Well Retreat for any damage caused by misuse, inappropriate or reckless behaviour during their stay.

Services for Long Term Guests

Guests staying for longer than seven days will have their accommodation serviced weekly. We ask that all guests:

- Remove all items from the beds so that the linen can be changed.
- Pick up all items from the floor so that it can be vacuumed and mopped.
- Place all rubbish in bins provided.
- Return any dishes to the kitchen, wash and put them away, so that the benches can be cleaned. Mugs & spoons supplied to the rooms excepted.