

TAMAR HOUSE TERMS & CONDITIONS

INTRODUCTION

These terms and conditions apply to all Accommodation and Experiences made available by Tamar House Accommodation, Tourism and Events Pty Ltd (hereafter "Tamar House") through the property Tamar House.

By making a booking for accommodation or Experience, guests warrant they have read these terms and conditions and agree to be bound by them subject to such changes as are notified to them.

If the booking for accommodation and/or Experience is made through a third party, the terms and conditions of that third party also apply.

ACCOMMODATION

All accommodation is subject to availability.

Tamar House will endeavour to provide the accommodation but reserves the right to refuse requests for bookings or actual bookings.

Rates are for the communal areas of the house, and required number of bedrooms, per night, based on a maximum eight-person occupancy.

Maximum occupancy per room is two people.

Tamar House is a non-smoking accommodation venue. Smoking is not permitted anywhere on the property. Tamar House reserves the right to charge a \$500 cleaning fee to the guaranteed credit card for that booking, if this rule is disregarded within the accommodation building.

Tamar House is not to be hired for use as a party venue.

Pets are not allowed.

Check in time is 2pm.

Checkout time is 10am.

EXPERIENCES

'Experience' includes any tours, transport services and activities made available through Tamar House, whether by Tamar House or by a third-party operator.

All Experiences are subject to availability, minimum participation requirements & prevailing weather conditions at the time of operation.

Tamar House will endeavour to provide the Experience, or facilitate the third-party operator in providing the Experience, but reserves the right to refuse requests for bookings or actual bookings.

An Experience may be cancelled up to the time of departure if it is the opinion of the relevant third-party operator that the weather or any other conditions are such that it would be unsafe to conduct the Experience. A full refund of the value of the cancelled component of the Experience will be applicable in this event.

BOOKINGS

All Accommodation and Experience bookings must be paid in full at the time of reservation by provision of credit card details.

A booking confirmation email must be obtained. If a booking confirmation email is not obtained, the booking is not confirmed.

It is the responsibility of guests to review the booking confirmation email and promptly advise Tamar House if there are any errors or misunderstandings.

By providing credit card details, guests warrant they have the authority to use the credit card and they authorise Tamar House to charge the cost of their booking(s) to that credit card.

Where guests make bookings for Experiences during their stay, the Experience price will be charged to their room for full payment through the guaranteed credit card.

In the event Tamar House or a third-party operator cancel an Experience booked by guests, all monies paid for that Experience booking will be refunded in full within 14 days of the date of cancellation.

The liability of Tamar House arising from any cancellations of accommodation or Experiences by Tamar House or a third-party operator is limited to the amount paid for the cancelled booking.

GROUP BOOKINGS

Where two or more rooms are booked and the booking is guaranteed on one credit card, the booking will be treated as a Group Booking and governed by the following terms:

Tamar House reserves the right and full discretion to refuse Group Bookings altogether.

Certain areas of the property may at times be reserved exclusively for Group Bookings, at the full discretion of Tamar House.

FOOD & BEVERAGE

Following a stock take of saleable pantry items after guest check out, Tamar House reserves the right to charge any items not paid for by the guest at the time of check out to the guaranteed credit card for that room.

GIFT VOUCHERS

Gift Vouchers are non-refundable.

All gift vouchers expire 12 months from the date of issue.

Gift Vouchers are not transferable or redeemable for cash.

CANCELLATIONS

In the event of a bookings cancellation, guests are entitled to a refund of their booking deposit UNLESS one of the following applies:

Where a booking is cancelled after 5pm 7 days prior to the arrival date, the booking will not be refunded.

No refund will be granted where a booking is cancelled for a stay(s) between 23rd December and 2nd January inclusive; or for the part of the booking which falls between these dates.

No refund will be granted in the event a guest does not arrive for their booking or cancels on the date of their booking.

A cancellation confirmation email must be obtained. If a cancellation confirmation email is not received, the booking remains in effect.

<https://tamarhouse.com.au>