

COVID Cancellation Policy:

- **No cancellation fees will be charged for bookings affected by COVID, should the guest be able to provide a doctor's certificate advising they have COVID or have been around people with COVID and that they are in quarantine /isolation.**
- **Bookings affected by a TRAVEL BAN – no cancellation fees will be charged**
- Anything outside the mentioned information, standard cancellation fees will apply
- Bookings will be handled on merit.
- Please do not make any payment till about 15 days before arrival, as we want to prevent the refunding processes/ cancellation fees as in 2019 and 2020.

**Please take note of our cancellation policy: Cancellation between 0 & 3 days of arrival– 100% of accommodation fee; Cancellation between 3 & 7 days – 50% of accommodation fee; Cancellation between 7 & 14 days – 25% of accommodation fee.*

Deposit and cancellation policy

A deposit of 50% is required to confirm your booking with the balance payable on arrival. No refund will be made for late arrival or early departure unless rooms can be re-let.

For non-arrival (no-show) or cancellation within 72 hours, 100% of total accommodation fee is payable. Cancellations between 3 and 7 days of arrival will incur a cancellation charge of 50% of accommodation fee (ie. total deposit) and cancellations between 7 and 14 days a charge of 25% of accommodation fee (ie. 50% of deposit).

By providing credit card details in lieu of deposit, the card holder grants Bayside Guesthouse the right to debit the card with the above charges.

Check-in and departure times

Guests are requested to check-in between 2:00pm and 6:30pm.

Guests are welcome to check in earlier, but we cannot guarantee rooms will be ready before 2:00pm.

Later check-ins are not a problem, but guests must please advise us so that necessary arrangements can be made.

No check-ins will be accepted after 10:00pm.

Check-out is before 11:00am on day of departure, however, luggage may be left with us after check-out and collected later in the day.

General conditions of stay

Right of admission is reserved.

In consideration of other guests, noise must please be kept to a minimum between 10:00pm and 07:00am, during which time the pool is strictly out of bounds. Running around the pool, pushing into the pool and diving into the shallow end is prohibited. No glass of any description is allowed in the pool or on the raised edge.

Indemnity

Guests attend this establishment at their own risk.

Vehicles are parked in the parking area or in the road at owners risk. The proprietor, it's agent/s and / or its employees ("the proprietor") shall not be liable for, and the guest/s waive/s and abandon/s any claims of whatever nature including but not limited to that for theft, injury, loss or damage of whatever nature, against the Proprietor, whether arising from the Proprietor's default, negligence or otherwise. Guests in addition to the aforesaid, hereby indemnify the Proprietor against any claims which may arise from whatever nature, whether

arising from the proprietor's default, negligence or otherwise.