

# Practically Lakeside Bed and Breakfast

## Booking Terms and Conditions

Please be aware you will be the sole guest and enjoy the attention and service you require during your stay.  
By confirming the details of the booking we send you, you are entering a contract with us.  
In good faith we agree to reserve the accommodation and provide the associated services for the dates specified  
You agree to pay the full amount agreed for those services and considerations.

### Establishing a booking

When you contact us and make a tentative arrangement with regard to dates, guest details etc, you will be asked to provide contact details and the method of payment. We will then email, fax or post the details we have received to be reviewed by you within a specified time (usually 24 hours unless sent by post).  
If we have had no contact from you within a reasonable time, the booking request will be downgraded and eventually lapse.  
If you accept within the timeframe, payment is required before we explicitly reserve your dates.  
Once full payment is received, the booking is confirmed.

***Any subsequent changes sought by you will be at our discretion.***

If we are unable to operate due to incapacity, natural disaster etc, we will in the first instance attempt to find suitable alternate accommodation or make a full refund if an alternative cannot be found.

### Minimum and maximum booking length

The minimum forward booking is 2 nights.

We may accept a single night if there is a gap between existing bookings or on a standby basis.  
There is no maximum booking period, but as cooking facilities are limited, stays of longer than 2 weeks are not encouraged.  
However if a longer booking is required, quasi lease terms would be drawn.

### Payment

We accept payment by Credit card, Direct Deposit, International Fund Transfer and cheque.  
Please note the Conditions of Use for each below:

#### ***Credit Card***

The details of your card will be required at the time of booking.  
An authorization for the full payment will be sought when you have accepted the booking details.

***Electronic transfer tour account*** (Direct Deposit or International Funds Transfer only)

Full payment within 5 working days is required to complete. We will notify you of the receipt of your payment and confirm the booking.

- *Note that local inter-bank transfers may take 3 working days and international transfers longer.*

#### ***Cheques - personal & bank***

Full payment is required to complete.

We will notify you of receipt and confirm the booking when the cheque clears.

- *We only accept cheques if there is sufficient lead time before your arrival (generally 4 weeks or more) and there is no other means of organising payment.*
- *We will seek to recover bank charges on our account if a personal cheque does not clear.*

### Changing or cancelling a booking.

We urge you to carefully consider the likelihood of your situation changing between the time the booking is made and the arrival date, before actually committing to a booking. However accidents, illness and unforeseen commitments do occur.

**In the event of extenuating circumstances beyond your control we may consider a change request when:**

- 1) You can substantiate those circumstances by providing documentary evidence or a statutory declaration and /or :
- 2) We have sufficient notice and have a reasonable chance of re-selling the vacated nights. What constitutes sufficient notice depends on the prevailing seasonal demand. The relevant number of notice days required will be indicated on the tentative booking advice.

We reserve the right to act on the situation in the way we see fit.

Possible actions are:

- 1) Provide a full refund less administration costs
- 2) Provide a partial refund less administration costs
- 3) Offer a once only transfer of the full booking to a different date.
- 4) Retain the full amount due on the lost nights when there is insufficient notice and /or no prospect of re-selling the booked dates.

### Damage and theft

When it is apparent that theft of our property or damage caused by malicious or reckless behaviour has occurred during your stay, we will take action to recover the cost of repair or replacement.