

Terms and Conditions

Tali Tiga

22 Solander Blvd Port Douglas

BOOKINGS / PAYMENTS

Our property has a minimum 5 night stay requirement .

To secure a booking, payment of a 50% deposit and valid credit card details are required to confirm your booking unless you have made a direct transfer. If the deposit is not received within 7 days of the tentative booking, we reserve the right to accept another deposit without further notice. By paying a deposit you have read and agreed to our terms and conditions.

Balance payment is due before 30 days prior to arrival date and is non-refundable.

A merchant fee is charged for all credit card transactions.

CANCELLATIONS

PLEASE NOTE: DUE TO THE CURRENT TRAVEL RESTRICTIONS ASSOCIATED WITH COVID-19 WE WILL ALLOW GUESTS TO CANCEL THEIR BOOKINGS UP UNTIL 7 DAYS PRIOR TO THEIR ARRIVAL WITHOUT ANY PENALTIES - AVAILABLE UNTIL JANUARY 2021.

To avoid forfeiting your deposit, a cancellation notice must be received in writing 30 days prior to the reserved date.

Cancellations made after the 30 day period will result in forfeiture of monies paid should we be unable to re-let the property for the reserved time. Therefore we strongly recommend travel insurance.

Tali Tiga recommends that the guest takes out comprehensive holiday cancellation and protection insurance with a reputable insurance company to cater for any unforeseen circumstances which may arise including accident, ill health or any other matters beyond the guest's reasonable control, as once the booking is confirmed and receipted, the guest will be responsible for payment of the full rental.

In the instance of natural disasters, no refund will be provided should you elect to cancel your stay. We highly recommend travel insurance to cover this possibility.

GUEST OBLIGATIONS

The guest agrees that the accommodation is booked only for the number of people actually stated on the booking confirmation. Parties and functions are not permitted on the premises and are strictly prohibited.

Guests are to show consideration for the neighbours and maintain noise to a reasonable level, in particular, between 10pm and 8am. Excessive noise is prohibited and may result in eviction without refund.

Dispose of garbage and recycling in accordance with usual practice at the property in the allocated bins.

Maintain the security of the property at all times. The property should be locked at all times when the guest is not present.

PETS

To abide with the local health regulations, no pets are allowed into holiday rental accommodation this includes visiting dogs.

CHECK IN / CHECK OUT

The property will be available from 2pm on the day of arrival and vacated by 10am on the day of departure. We make every effort to accommodate early arrivals and late departures however this is not always possible. The only way to absolutely guarantee an early check in or late check out is to book an extra day.

You will be supplied with keys or key cards to the property. On the day of departure these keys are to be left inside the property. A replacement fee for keys and remotes will be charged if they are not returned.

GENERAL

Our properties are fully self-contained including linen, bath and pool towels, full laundry facilities, hairdryer & BBQ facilities.

We offer a complimentary mid week service for all bookings of 8 nights or more, which will be done from 9am onwards.

Extra services can be arranged and will incur an additional charge.

Rollaway beds, port-a-cots and highchairs are available for rental. These must be arranged prior to your arrival.

MAINTENANCE

Whilst every effort is made to have everything in full working order for your holiday, unforeseen issues can sometimes arise such as air-conditioners breaking down or appliances becoming faulty. If this occurs during your stay, please notify the contact numbers given immediately so we can try to resolve it quickly and as efficiently as possible. As we do not

live in a metro area, getting a tradesperson to attend immediately or on a weekend is sometimes very difficult. Your patience is appreciated until we have the issue resolved. Unless a situation is dangerous, no refund will be given for unforeseen faults.

For reasons of safety, we reserve the right to enter the property to repair any fault.

PERSONAL ITEMS

All personal belongings, baggage, vehicles and other property of the guests of any description shall be the risk of the guest at all times and the owner accepts no responsibility for any loss or damage thereto, therefore, we advise you lock all personal belongings and bikes inside property grounds at all times.

If personal belongings are left at the property after departure, the guest must pay for postage of the items.

BREAKAGES & DAMAGES

We appreciate that the property will be returned to us in the condition presented on arrival. Any excessive cleaning required or garbage removal will incur additional charges. Breakages and/or damage not caused by normal wear and tear will be billed to your credit card upon departure. Please note that it is not our intention to charge for the replacement of a broken glass.

TELEPHONE / INTERNET

Tali Tiga has internet available. Login details are located in your compendium.

Excessive downloading will incur additional charges.

Tali Tiga offers a smart TV. You have access to download your personal streaming preference.

DISCLAIMER

All property descriptions are made in good faith. No responsibility can be taken for alleged misrepresentation. Tali Tiga does not accept liability for changes made due to renovation, alteration and refurbishing. We endeavour to keep our website updated at all times.