



Accommodation Booking Terms and Conditions

This Policy consists of: Booking Terms & Conditions; Check-in Policy; COVID-19 Policy; Cancellation Policy; Edge Luxury Villas Rules; and Updating of Booking Terms and Conditions.

Accommodation Booking Terms and Conditions

Please read these conditions carefully. The “Guest” acknowledges and agrees these Terms and Conditions apply and extend to any person (also referred to as “Guest”) occupying accommodation at the Edge Luxury Villas, and/or using the onsite facilities at the invitation of, or with the authority of the guest.

- All bookings are made with Kissell Holdings Pty Ltd (ABN 69 671 608 352) trading as Edge Luxury Villas.
- All prices are quoted in Australian dollars (inclusive of GST). Prices are per villa and may be subject to change without notice at the discretion of Edge Luxury Villas.
- Payment Types: EFTPOS, Mastercard, or Visa Card accepted. No Cash, Cheques, Diners Club or American Express Cards accepted for accommodation bookings.
- All guests must be over the age of 18. NO children and NO outside visitors are permitted on the property.
- All bookings must be PAID in FULL at the time of booking to confirm your reservation.
- A minimum ‘3 Night Stay Policy’ applies over Public Holiday Long Weekends, the Easter Long Weekend, and the Christmas / New Year holiday period (18th December to 3rd January).
- Occupancy starts and finishes on the dates shown on the receipt. Occupancy is for a maximum two adults per villa
**Note: Edge Luxury Villas is a ‘Adults Only’ retreat.*
- The Guest authorises management to charge the credit card presented at time of booking or check-in, for any loss, damage, or monetary contribution for which any guest is liable under this Policy or otherwise. The guest will be liable for payment of charges incurred by any guest (or visitor of guest) including replacements and necessary costs for damage or loss to Edge Luxury Villas property, facilities, equipment etc.).
- One guest parking bay allocated per villa. Additional vehicles may be parked in the overflow gravel car park area.
- Management is not liable for any damage or loss of personal property, or personal injury in which the guest may sustain while on the property.
- The guest agrees to comply with the Edge Luxury Villas Rules (*as provided on our website*), and any reasonable direction by Management.
- Management may inspect a guest’s villa at any time with reasonable notice. If management is of the opinion there has been unlawful conduct, or a breach of the Edge Luxury Villas Rules, no notice is required, and guests associated with the villa will be asked to leave the property, ineligible for a refund.



Covid-19 Policy

- Edge Luxury Villas does not accept bookings for the purpose of Covid-19-related self-isolation or quarantine stays.
- All guests agree to abide by Western Australian and Federal Government Covid-19 directives or travel restrictions should they be implemented at any time.
- Edge Luxury Villas reserves the right to deny entry to any guests or visitors displaying COVID-like symptoms at our absolute and sole discretion. Symptoms, as listed on www.health.gov.au, include coughing, sore throat, shortness of breath or fever. Other symptoms may include headache, runny nose, muscle or joint pains, nausea, vomiting, diarrhoea, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.
- For guests experiencing COVID-19 like symptoms during their stay, please wear a mask; obtain a COVID-19 testing kit; attend the nearest testing clinic; or call the HealthyWA COVID-19 Information Helpline on 13 COVID (Ph: 13 26843) for advice.
- Guests are requested to self-isolate in their villa until test results are returned, unless otherwise instructed by the relevant government agencies or authorities. For positive test results, please contact reception immediately. For the safety of our guests and staff, you may be asked to vacate your villa and safely go home to self-isolate (Credit Notes may be available at the discretion of Management **Subject to availability*). For a negative result, but continued symptoms, please wear a mask, social distance, and sanitise regularly during your time at Edge Luxury Villas.

Cancellation Policy

- Any booking cancelled more than 13 days prior to arrival will be eligible for a 95% refund of any payments made.
- Strictly no refunds for early departures.
- Strictly no refunds for bookings made where a Cancellation Insurance has been declined.
- Any bookings requiring cancellation due to non-compliance with Edge Luxury Villas' Booking Terms and Conditions or Edge Luxury Villas Rules will be ineligible for a refund.
- Management reserves the right to relocate any booked villa to an alternative location at any time and may cancel any booking at its discretion. Specific villas cannot be guaranteed at any time. **Excludes 'Accessible Villa' bookings*
- Cancellations for bookings made through 3rd party booking channels (such as booking.com, Expedia, Visitor Centres etc.) must be cancelled using the booking channel the booking was made through. Cancellation fees will be in accordance with Edge Luxury Villas Policy and the relevant booking channel.
- Cancellations for bookings made through contracted clients, tour and transport operators, travel agents, wholesalers and associated trade operators must be cancelled using the agent the booking was made through. Cancellation fees will be in accordance with Edge Luxury Villas Policy and the relevant agent.
- Cancellation fees are in addition to fees which may be levied by tour and transport operators, travel agents, wholesalers, or third-party operator fees.
- It is highly recommended individual guests take out Travel Insurance / Cancellation Insurance at the time of booking, which may cover cancellation fees.



Edge Luxury Villas Rules

The Edge Luxury Villas Rules outline the rules/policy implemented by Management for the enjoyment and safety of all Edge Luxury Villas guests, visitors, employees, and contractors. These documents are available via our website (www.edgeluxuryvillas.com.au), or via the Office upon check-in. By choosing to stay at Edge Luxury Villas, you agree to be bound by the Edge Luxury Villas Rules and acknowledge that any breach of these Rules may result in the termination of your stay.

Updating of Booking Terms and Conditions

Kissell Holdings Pty Ltd trading as Edge Luxury Villas reserves the right to update and/or alter the Booking Terms and Conditions at any time, and it is the customer or agent's responsibility to be familiar with them. The latest Booking Terms and Conditions may be requested at any time and will supersede any previous versions.

Edge Luxury Villas
E: stay@edgeluxuryvillas.com.au
W: www.edgeluxuryvillas.com.au

