



General

By submitting a booking request for accommodation online through this website (www.tinmountain.com.au) or directly by email, SMS text or telephone the Guest agrees to the following terms and conditions:

1. The Guest is defined as the person making the booking request and is responsible for making all payments.
2. The Owner is defined as the business owners of Tin Mountain Pty Ltd.
3. The Guest must be at least eighteen years of age to make a booking request for accommodation.
4. All prices shown on this website are in Australian dollars (AUD) and all payments shall be in Australian dollars.
5. All communication in connection with a booking request will be between the Guest and the Owner.
6. Check-in instructions and key collection information will be sent to the Guest by email two days prior to the stay, after full payment and security deposit has been received by the Owner.
7. Tin Mountain shall be available from 3 pm on the first day of Guest's stay and must be vacated by all Guests by 10am on the morning after the last night of the Guest's stay. Failure to do so may result in the Guest being liable for the cost of an additional night's accommodation.
8. The Guest shall not re-let the property or reassign the booking unless agreed by the Owner.
9. The Guest shall not let more than the number of people on the confirmed booking request stay overnight. The Owner reserves the right to charge the Guest for any additional guests over and above that stated on the booking confirmation.
10. No pets are allowed to accompany the Guest.

COVID-19 Response

11. We are complying with the Tasmanian government's cleaning and disinfecting guidelines. We will provide additional cleaning products and disinfectants for Guests' use during their stays.
12. All our properties have COVID-19 Safety Plans in accordance with Tasmanian State Regulations. The government roadmap to recovery outlines the restrictions for distances



between people from different households. Guests are responsible for considering the guidelines.

<https://coronavirus.tas.gov.au/families-community/roadmap-to-recovery>

13. To ensure that sufficient time is available to comply with the recommendations early check-in and late check-out will not be possible if there are bookings either side of your stay.

Reservations

14. The standard nightly rate is for a minimum two-night stay. A one-night rate may be available on the website from time to time.
15. In providing all required details in the online booking form the Guest confirms the booking dates, personal details and number of guests are correct.
16. Submission of the online booking request or payment by the Guest completes the booking request and constitutes the Guest's acceptance of these Terms and Conditions.

Payment

17. At the time of the online booking the Guest shall pay a deposit equal to 50% of the total cost of the stay.
18. The Guest shall pay the balance of the cost of the stay at least 14 days prior to the commencement of the stay or the booking will be cancelled.
19. If the Guest makes an online reservation less than 14 days prior to the commencement of the stay, then the Guest shall pay 100% of the cost of the stay to confirm the booking.
20. Payment can be made by credit/debit card or by electronic funds transfer to the Owner's account at time of booking.
21. Consumables may be available for purchase during the Guest's stay. The price of these consumables will be displayed in the property. The Owner will charge the Guest for all purchases either using the credit/debit card preauthorization or by retaining an amount from the security deposit.

Cancellation

22. The deposit (50%) paid at time of booking is nonrefundable.
23. There is no refund for cancellations made within 14 days of check-in.
24. If federal or state government imposed restrictions prevent the Guest from staying for the dates booked the payment may be credited against a future booking.



Damage

25. If the Guest did not use a credit/debit card to pay for the booking then the Owner may require a security deposit of up to \$1000 before the Guest will be given access to the property and must be received at least 2 days prior to the start of the stay.
26. The Guest agrees that if the Owner should determine there is evidence of loss/damage/breakage then the Owner reserves the right to charge your credit/debit card or retain from the security deposit up to an amount which is the lesser of the cost of repair or our insurance excess (\$500 for accidental damage/breakage and \$1000 for theft, vandalism or malicious/deliberate/intentional damage).
27. A cleaning fee up to \$150 may be charged to your credit card if the property is left in a state that requires more than 3 hours to clean and present for next guests.
28. The Owner shall advise the Guest by email of the details of the damage or loss and the amount to be debited from the credit/debit card or retained from the security deposit.
29. It is the Guest's responsibility to advise the Owner of any pre-existing damage/breakage/loss at the commencement of the stay. Failure to do so may lead to retention of all or part of the security deposit; or a charge to Guest's credit/debt card.

Liability

30. The Owner does not accept liability for any errors or omissions and reserves the right to change information published on this website at any time.
31. The Owner does not accept liability for any indirect or consequential loss arising out of the use of or connected with its website or for any products or services purchased from its website.
32. Guests park their vehicles on the property and bring their own property on to the Property at their own risk and Tin Mountain accepts no liability for any damage or loss however caused. The Owner does not hold insurance for the Guest's property.

Privacy Policy

33. Personal information collected from the Guest at the time of booking is used to provide an effective service and for billing and contact purposes.
34. The Owner undertakes not to publish the Guest's personal information or sell this information to third parties.
35. When the Guest enters sensitive information (such as credit card numbers) on our website, that information is encrypted using secure socket layer technology (SSL). The Owner undertakes not to permanently store complete Credit Card details.



36. If the Guest has any questions about security on our Website, you can email us at info@tinmountain.com.au.
37. Information collected from the Guest at the time of placing a booking request is used for billing and contact purposes.
38. The Owner reserves the right to disclose the Guest's personally identifiable information as required by law and when that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.
39. Links on the Tin Mountain website to external entities are not covered by this privacy policy. The terms and conditions set out in this privacy statement only cover the domain name of tinmountain.com.au.
40. The Owner reserves the right to modify this privacy statement at any time and will publish any changes on the website. Material changes to this policy will not be applied retrospectively to data previously collected and stored.



Security Policy

41. The Owner uses a third-party PCI DSS compliant reservation booking system (RoomManager/Resonline) which connects to the eWAY Payment Gateway for its online credit card transactions. All online credit card transactions performed on this site using the RoomManger/Resonline reservation booking system and eWAY gateway are secured payments.
42. Payments are fully automated with an immediate response.
43. The complete credit card number cannot be viewed by Tin Mountain or any outside party.
44. All transactions are performed under 128 Bit SSL Certificate.
45. All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
46. eWAY is an authorised third party processor for all the major Australian banks.
47. eWAY at no time receives your funds; all monies are directly transferred from your credit card to the merchant account held by the Owner.
48. For more information about eWAY and online credit card payments, please visit www.eWAY.com.au