

THE LOUISE, BAROSSA VALLEY TERMS & CONDITIONS OF BOOKINGS

Guests booking from one to three rooms with The Louise in a single transaction are advised that the following policies govern the terms and conditions for bookings, amendments and cancellations. (Other policies apply to group bookings of more than three rooms. Contact The Louise for these terms and conditions.)

All bookings are based on availability at the time the booking is confirmed. A confirmation notice will be produced and sent to the booking party when the booking is confirmed. It is the booking party's responsibility to immediately review the confirmation notice and to promptly advise The Louise if there is any discrepancy between the hospitality services expected, dates, identification and contact information for the guests and prices versus those stated on the confirmation notice. The property closes for its annual shutdown for four weeks during the winter month of July.

A deposit of 25 percent of the value of the services being booked must be received before a booking will be confirmed. A credit card or other form of payment acceptable to The Louise must be authorized for this deposit. Thirty days prior to the arrival date, the balance of the value of the booking must be paid. Again, a credit card or other form of payment acceptable to The Louise must be provided. If the booking party fails to pay the balance prior to 30 days before arrival, The Louise may at its sole election, choose to cancel the booking, refunding the deposit less a \$50 per room administrative fee. In this case, The Louise will promptly notify the booking party of this cancellation.

For bookings that are initially confirmed within 30 days of the arrival date, the full value of the booking must be paid at the time of booking.

Once booked, guests may subsequently request an amendment to arrival date and/or length of stay and/or type of room. The Louise will use its best efforts to respond to a requested booking amendment. However, the ability to confirm such a request will depend on availability at the time of the request. In addition to any difference in rates for the amended services requested, an amendment administrative fee of \$50 is applicable. Requests will only become effective when confirmed by The Louise. A requested delay in arrival date within seven days of the booked arrival date will be processed as a cancellation and new booking request. In this case, applicable cancellation fees will apply. A departure after arrival but before the confirmed departure date will be regarded as a cancellation for the balance of the stay and the price of the unused confirmed services will be forfeited as an early departure fee.

In the case that a booking party cancels a confirmed booking, an administrative fee of \$50 per room reserved will apply for cancellations received by The Louise at least 30 days before the confirmed arrival date. For cancellations received by The Louise within 30 days of the confirmed arrival date, the complete value of the booking is forfeited as a cancellation fee.

Rates are quoted in Australian dollars and include 10% GST (Australian government imposed goods and services taxes). Should the government or any other jurisdiction with authority modify this tax rate or impose additional or other applicable taxes or incremental applicable fees after the booking date and before departure, the then-current tax rate(s) and/or fees at the time of the stay shall apply and the charge for the services provided shall be adjusted to reflect the new rates, fees and/or taxes imposed.

Accommodation rates are per suite per night and are for one or two adults sharing a king bed, with the exception of the Seppeltsfield Suite, where a second bedroom and bathroom provide occupancy for up to four adults. There are no provisions for extra adults in any other suites. Facilities are not provided for children from 2 to 14 years of age, nor for pets. One cot may be

added to any suite for \$20 per night for one infant under 2 years. All bookings include overnight accommodation and continental breakfast served in the guest suite the next morning at a time selected by the guests (within a range of available times).

The property's signature restaurant Appellation offers casually elegant regional dining nightly with the exception of Christmas night and during the annual four week winter closure. As this popular and intimate restaurant is often fully booked, guests are encouraged to place a dinner booking at the time of booking their accommodation in order to secure a confirmed table and a preferred seating time. Guests arriving at The Louise without having pre-booked dinner may discover that the restaurant is quite fully booked, and may be required to accept an early or late seating time. In some cases, the restaurant may be so fully booked that guests arriving without a dining reservation will be unable to dine at Appellation.

Guests are advised that bookings on Friday and Saturday nights and for certain special events in Appellation are required to be guaranteed. For guests staying at The Louise, this obligation is automatically extended to the account of the guest, without requiring a separate form of guarantee with the restaurant. Guests should note that cancelling a confirmed and guaranteed reservation with Appellation after 5pm on the day prior to dining incurs a \$50 cancellation fee. Also, the situation of a no-show or cancellation after 5pm on the day of dining incurs a \$100 per person fee. These fees will be added to the guest's account and must be settled with The Louise on check-out, or in case the guest is a no-show or late cancellation to both the accommodation and restaurant, these fees will be added to the accommodation fees payable.

Check-in time is between 2pm and 7pm on the day of arrival. Guests arriving before 2pm may deposit luggage with The Louise and enjoy the property's facilities or tour in the local area until their room becomes available at 2pm. Guests expecting to arrive after 7pm must contact the property not later than 6pm on the arrival day to arrange for a late check-in (in which case they will normally be assisted by one of the restaurant staff). Guests whose arrival is delayed past 11pm on the arrival day must contact the property not later than 6pm to arrange for a staff member to be available after hours to assist with check-in. A late arrival fee of \$25 per hour or part thereof after 11pm will be added to the guest account to partially offset the additional cost of providing this service.

Check-out is prior to 11:00am on the day of departure. Check-out at a later time may be possible, but only when pre-arranged and when the specific suite is not required to be available for the arrival of the next party. ~~Charges for a pre-arranged late checkout will apply.~~

The Louise is a non-smoking property. This applies to all interior spaces including guest rooms. Guests are welcome to smoke on the private outdoor terrace of their suite. Guests also acknowledge that the presence of any pet in a guest room will result in The Louise incurring special and unexpected cleaning costs before the room can be used by another party. Therefore, at check-in, guests are required acknowledge these policies and are advised of a \$250 cleaning charge that will be applied to their account if they do smoke in the interior of their suite or allow a pet in their suite. It is the sole right of The Louise to determine evidence of smoking or presence of a pet. If the cleaning of the suite results in the property being unable to accommodate a confirmed guest that otherwise would have been served in the suite being serviced, a loss of use fee equal to the published nightly rate for one night for that suite will be charged in addition to the cleaning fee.

In the unlikely event that The Louise is unable to provide the services booked, the responsibility of The Louise to the booking party will be limited to refund of those payments received from or on behalf of the guest related directly to the unavailable services, if the reason for the inability to provide the services is due to a factor out of the control of The Louise (such as, but not limited to, an act of nature, damage or destruction of the property, interruption of utility services or labour dispute). The Louise does not intentionally overbook, but in the event that an error or other fault

within the control and responsibility of The Louise prevents the provision of services booked, The Louise will refund all payments received from the booking party and will use its best efforts to secure the closest comparable services then available in the locality for the guests at its own cost. This will apply for only those nights in which The Louise is unable to provide the booked services.

The Louise reserves the right to alter any of these terms and conditions at any time without notice, other than for confirmed bookings, where the terms and conditions in effect at the time of booking shall apply unless The Louise delivers notice of the changed provisions to the booking party more than 30 days prior to arrival date.