

THE LOUISE, BAROSSA VALLEY TERMS & CONDITIONS OF BOOKINGS

Guests booking from one to four 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 four 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 modify this tax rate or impose additional or other applicable taxes after the booking date and before departure, the then-current tax rate at the time of the stay shall apply and the charge for the services provided shall be adjusted to reflect the new rates 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 gourmet 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. A variety of packages are available for booking which include one of several dining plans in Appellation. These package plans assure the guest of a table in the restaurant (which is often booked to capacity), and cover the provision of dining services as stated in the description of the package plan. Upon arriving at the restaurant, should guests wish to experience a different dining experience (such as choosing the Tasting Menu when a 3-selection dinner has been pre-purchased), the value of the dining portion of the package shall be applied as a credit to the total bill at Appellation. Should the guests downgrade from a more expensive to a less expensive dining option, no un-spent credit will be refunded by the restaurant. As this popular and intimate restaurant is often fully booked, guests booking the Escape Package are requested to select their preferred seating time at the time of making their reservation. In the absence of guidance from the guests, Appellation will assign a seating time. Guests booking the Indulgence Package or the Appellation Experience Package or the Most Brilliant Blend Package are required to identify which night they prefer to dine at the time of booking, and to select their preferred seating time at the time of making their reservation. In the absence of guidance from the guests, Appellation will select which evening and will assign a seating time. Guests arriving at The Louise without having pre-booked a dining package may discover that the restaurant is fully booked, and will be unable to dine at Appellation.

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 to acknowledge these policies and are advised of a minimum \$250 cleaning and loss-of-use 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.

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.

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.