

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.)

Accommodation rates are per suite per night and are for one or two adults sharing a king bed, with the exception of the Estate Suite, where a second bedroom and bathroom offer occupancy for up to four adults. Each of the Seppeltsfield Suites and the Estate Suite may be configured with twin single beds instead of a king bed on request. There are no provisions for extra adults in any suites. Facilities are not provided for children under the age of 10 years old, nor for pets other than certified guide dogs. The minimum guest age is ten years, and the property does not make exceptions to this policy.

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 review the confirmation notice and to promptly advise The Louise if there is any discrepancy between the hospitality services expected, prices, dates, identification and contact information for the guests versus those stated on the confirmation notice. The property closes for its annual shutdown for four weeks during the winter month of July.

Minimum Stay	One night
Maximum Stay	Seven nights (contact the property for long-term stay rates for stays of more than seven nights)
Minimum Number of Rooms	One
Maximum Number of Rooms	Four (contact the property for group sales for more rooms)
Minimum Lead Time	Bookable up to the day before arrival
Maximum Lead Time	Available up to one year in advance
Credit Card Surcharge	2.2 per cent surcharge applies to payments made via credit card
Guarantee	The booking must be guaranteed with a credit card with validity through the departure date.
Deposit	The full amount of the booking is due at the time of booking
Method of Payment	The deposit may be paid by authorizing the property to charge the deposit amount to the credit card at the time of booking or by requesting instructions and making a direct bank transfer within 48 hours of requesting the booking.
Cancellations	A booking made more than two weeks before the arrival date may be cancelled by sending a written cancellation request at least two weeks before the arrival date, in which case the deposit will be refunded less a \$55 administrative fee. Bookings made less than two weeks before arrival may be cancelled, but the deposit will be retained as a cancellation fee.
Amendments	For amendment requests received before two weeks prior to arrival, amendments will be granted, subject to availability and agreement to adjust the rate to the then-current room rate with the application of the deposit to the new booking, and a non-refundable amendment fee of \$55 which will be charged at that time to the credit card being held for guarantee. If a request to amend the stay is received after two weeks prior to arrival, the amendment request will be treated as a cancellation and the entire deposit will be retained as a cancellation fee.
No-show Policy	No-show results in forfeit of entire deposit as a no-show fee, with no refund.

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.

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). Certain packages also

include a hot breakfast served in the guest suite. All other bookings allow the option to select hot breakfast offerings for an additional fee.

The property's signature restaurant Appellation offers casually elegant regional dining nightly with the exception 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. 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 Saturday nights and for certain special events in Appellation are required to be guaranteed. For guests not staying at The Louise, a credit card for guarantee is required before a table confirmation will be issued. For guests staying at The Louise, this guarantee 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 per person 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. For guests not staying at The Louise, cancellation or no-show fees will be charged to the credit card held for guarantee.

Check-in time for guest rooms at The Louise 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 5pm on the arrival day to arrange for a late check-in. Guests whose arrival is delayed past 11pm on the arrival day must contact the property not later than 5pm to arrange for a staff member to be available after hours to assist with check-in.

Check-out is prior to 11am 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-

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 (other than a certified guide dog) 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 housed in the suite being cleaned, a loss of use fee equal to the published nightly rate at the Louise 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 two weeks days prior to arrival date.