



We really look forward to welcoming you to Donnelly River Village. We have outlined some important Terms and Conditions around your booking and stay below and there is also some very useful information, so please take the time to read prior to your arrival.

BOOKINGS AND CANCELLATION POLICY

- All bookings require a one night deposit, except Easter bookings where 50% of the total balance is needed to secure the booking.
- To retain a booking, final full payment for bookings must be made, (30 days for Off Peak) and (3 months for Peak periods), **before** arrival date, or your booking may be cancelled. We will advise you by email when your final payment is due so that your booking can be finalised within the required time.
- Off Peak Cancellation – cancellations advised greater than 30 days before arrival date incurs the loss of \$100 per cottage. Between 8 and 30 days before arrival incurs a one night fee. Within 7 days the full amount is forfeited.
- Peak Cancellation - cancellations advised greater than 30 days before arrival date incurs the loss of \$200 per cottage. Between 15 and 30 days before arrival incurs a one night fee. Within 14 days the full amount is forfeited.
- Wedding/Event bookings must be fully paid 90 days in advance. For cancellations within 30 days of arrival, the full amount of the booking may be forfeited.

ARRIVAL AND DEPARTURE

- Check-in is after 2:00 pm unless prior arrangements have been made. Please call into reception at the General Store to check in (open till 5pm Mon – Sat and 4pm Sun).
- Keys will be left in the key box at the front door of the General Store for afterhours arrivals. **KEYS ARE NO LONGER LEFT IN DOORS.**
- Departure time is 10am on your final day unless arranged. Please enquire at the General Store before departure day to arrange late check out.
- All keys **MUST** be returned to the General Store on departure. If departing before 8.30am, please place keys in key box by store door.

CARAVANS AND CAMPING

- We are unable to offer any form of camping on site. The closest camping spot is at Willow Springs (off Stallard Rd) or Greens Island (off Donnelly Drive).

- If you do need to bring a camper trailer/caravan with you please let us know at the General Store. We will show you where you can store it during your stay.

EXTRA CHARGES AND PAYMENTS

- Occasionally, some cottages require extensive extra cleaning or repairs after departure and if your cottage is left in a very dirty or damaged state, we reserve the right to charge you for additional cleaning/repairs @ \$50 per hour plus materials.

To avoid additional charges, please leave the cottage in a clean condition and report any issues or damage to the General Store BEFORE departure please.

- Linen is not supplied (except tea towels, pillows and bathmats). You will need to bring your own sheets, towels and doonas or hire for \$29 per single bed and \$34 per queen bed which includes sheets, pillowcases, doonas and bath towels. Blankets and doonas are not left in cottages due to COVID/sanitation requirements. Pre booking for linen is essential. Porta cots and highchairs are also available for hire.
- Guests who recharge their EVs using power from the cottages should ensure this is done safely and should pay \$15 at the General Store.

SOME VERY USEFUL INFORMATION

Your Cottage is a 1950s mill worker's house that has been converted to fully self-contained holiday accommodation. Each cottage is different and reflect the individual owners' taste in their holiday homes. All are furnished and have kitchen equipment. Parking is at the rear of most of the cottages. We do ask if you move anything in the cottage during your stay to please return it to its original location before you leave, including any crockery/cutlery taken to other cottages.

General Store: is open 8.30am to 5pm Mon – Sat and 8.30am to 4pm on Sundays. (Summer Hours Mon-Sat 9am to 4.30pm). The store has basic grocery items and a café which closes an hour before the store each day. Cakes, light lunches and coffee are available. Specific wildlife food is also available.

Linen: is not supplied but can be hired. Please give us plenty of notice to organise this for you (see above).

Drinking water: All water available from the taps at Donnelly is treated and potable. However, for we fussy tea drinkers, the owners have recently installed a UV treated and filtered water tap at the back of the General Store, you may wish to bring a container to collect water for your cottage. We do also sell bottled water at the general store.

Phone: There is very limited mobile phone reception - a patchy Telstra signal on the higher points in the village and no signal from other carriers. There is a **free** public phone for your use at the General Store and we can take messages during store hours on phone number 9772 1244.

Internet: There is no internet service. The business runs on satellite and sadly does not have enough to share.

TV: The Old Butcher's Shop next to the General Store has a TV for public viewing with all free-to-air channels available. On Saturdays and nightly during school holidays, a children's movie is shown at 5.00 pm. There are no TVs or DVD players in the cottages.

ALL PETS are strictly prohibited due to our native fauna.

Firewood and Fires: Firewood is provided for use in the cottages but it's worth bring firelighters and a bag of kindling. Axes and wheelbarrows are supplied at the wood piles and should be returned immediately after use. Please use sensibly and with consideration. This is a high fire risk area therefore you **MUST** put out your outside fire before you retire for the evening. Fire restrictions run from November to May. Please **ONLY** use bush wood for outdoor fires.

Noise: Donnelly River Village is a family friendly holiday destination and noise is to be kept to a minimum and contained to your cottage after 10pm.

After Hours Assistance: If you require urgent help after hours, please contact the duty manager. The duty manager may be the village managers, caretaker, or an owner, so checking the front door is important to save you time in an emergency.

Laundry Facilities: are available at the rear of the General Store and are available during office hours.

Lost Property: Please ensure you double check on departure for any items left behind. Postage of lost property will incur a postage and handling fee. Please be aware we can only post the item when we go into town.

Local Tourism Info: Download the Experience Nannup App before you arrive. This app will work without internet and has some amazing walk/ride trails, activities, and destinations to visit around our area.

WHAT TO BRING CHECKLIST

- **Food including tea/coffee/seasonings and cling wrap/foil (you don't need detergent or fly spray)**
- **Linen including doonas/towels and excluding pillows, tea towels and bathmats**
- **Water container to collect filtered water from the store**
- **Bikes, canoes/kayaks, (we have sports equipment to borrow from the store)**
- **National Parks pass if you intend to do activities such as the Gloucester Tree lookout**
- **SUMMER: bathers, noodles, floaties, personal repellent, sunscreen and a hat, march fly repellent (3 parts baby oil to 1 part Dettol – late Jan to early March)**
- **WINTER: coat, firelighters and some kindling (if you don't want to chop it), marshmallows**