TULKA HOUSE

TERMS AND CONDITIONS

WHO CAN STAY HERE

Maximum Occupancy: A maximum of 10 guests are permitted to stay at Tulka House. Guests attempting to accommodate more than 10 people will be requested to leave the property and forfeit the full value of their booking.

Visitors: Guests are not permitted to have visitors without the prior approval of Tulka House management. With approval guests may have up to 10 visitors at any one time during the day.

Events and parties: Guests may not hold any functions, events, parties or wedding related activities on the property or in the retreat without the prior approval of management. Charges or penalties will apply.

Camping: Camping on the property including the seaside block is prohibited. Motorhomes and caravans are also prohibited.

Pets: With Tulka House situated near Port Lincoln National Park. Pets are strictly prohibited for their own safety and that of wildlife.

CHECK-IN AND CHECK-OUT PROCEDURE

Tulka House is a private, keyless access accommodation. It is recommended that guests arrive before dark.

Check-in is from 3pm onwards.

Check-out is before 11am. Guests departing after 11am will, at the discretion of Tulka House Management, be charged for an extra night.

After 11am Housekeeping and other staff will begin cleaning

Requests for earlier or later check-in can be made when completing your online booking but, in some circumstances, may only be confirmed 48 hours prior to arrival.

Certain holiday periods and days that fall between Monday – Thursday will attract the higher per night rate and will be highlighted in the booking calendar.

HOUSE RULES

BBQ: If use barbecue don't forget to clean it

Fishing: fish to be gut, gilled and cleaned in the ocean + NOT around the house as it attract unwanted guests

Firewood: Tulka House will supply adequate firewood supply, if this runs out firewood is to be then supplied by the guest for further use.

DIETARY REQUIREMENTS

Breakfast provisions for self-catering along with basic pantry staples are supplied. Please make us aware if you need gluten free bread or lactose free milk at your earliest convenience, but no less than 1 week before your stay so that we can accommodate you accordingly.

Should you have any potentially severe or life-threatening allergies please make us aware of them. Any of the substantial pantry items may contain items such as nuts, sesame seeds or extracts thereof etc. We will do our best to accommodate removal of obvious nut products, BUT it is YOUR RESPONSIBILITY to check products prior to consumption/use.

We do provide locally produced bathroom products. In the case of bathroom products please check ingredients if you have skin or allergies. We respectfully suggest for your own safety and peace of mind that you bring your own products.

We will do our best to accommodate you but cannot guarantee complete removal of allergens.

GUIDELINES

Tulka House is located between Near Port Lincoln National Park and is home to some of Australia's iconic animals and boasts many trees and shrubbery. To protect our precious wilderness and wildlife we ask that you abide by the following rules:

- Please observe SA bushfire regulations and fire bans at all times. No campfires outside of the designated firepits anywhere on the property.
- Please do not throw food scraps to animals.
- Please drive with care through the national park. Many of the roads are not accessible without an adequate 4WD

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LIABILITY

The owners and staff accept no responsibility for loss or damage to guest property during the rental period.

You acknowledge that the Tulka House property is unsupervised and that there are inherent risks in bushwalking, swimming, and being in close proximity to native animals.

You will use all walking tracks at your own risk in the knowledge that there may be safety risks, and that tracks may not be suitable for ill prepared, unfit or inexperienced walkers.

Bikes and Kayaks are supplied for your enjoyment, however you acknowledge that you and your guest use these at your own risk. Bikes are to be ridden in a safe and at low speed. Tulka House accepts no liability for injury whilst using bikes All children 0-18 years of age will need to wear a life-jacket provided and require adult supervision. Tulka House disclaims all liability for use of the bike and kayaks that result in injury to yourself.

You agree to take due care at all times for your own safety while using the facilities of Tulka House (including proper clothing, footwear and appropriate equipment) and at all times while on the property, and to properly supervise other guests requiring supervision or assistance.

You acknowledge that you and your guests will be staying at the Tulka House property at your own risk. To the extent permitted by law, Tulka House disclaims all liability for any loss or damage suffered (including physical injury and liability for negligence) while staying at the Tulka House property.

To the extent permitted by law, you will indemnify Tulka House for any loss or damage suffered by Tulka House in relation to your stay and those of your guests at the Tulka House property, except to the extent caused by the wilful default of Tulka House.

ADDITIONAL CHARGES

Additional charges will be applied if there is damage to the house or any equipment, contents, fixtures or fittings etc.

Obvious indiscriminate mess left will attract an excess cleaning charge for any extra cleaning required over and above the ordinary course of cleaning the property.

Extra cleaning deemed necessary includes, but is not limited, to cleaning dirty BBQ and kitchen appliances, dirty dishes, pans, excessive spills and stains on furniture and linens.

These will be charged to your credit card within 30 days of your stay, and you will be made aware of these charges via email.

Your credit card will only be debited in the event of not adhering to the terms and conditions, damage to the property, furniture and equipment breakages, missing items or if extra cleaning is required at the discretion of management.

PAYMENT POLICY

A 50% deposit and 2% booking fee for accommodation is required before the booking can be confirmed. The remaining 50% will be charged one month prior to your stay. In the instance where the booking is made less than thirty (30) days before the stay the full amount will be charged at the time of booking.

Current and valid credit card details are required when booking. We do not charge a bond and as per the "Additional Charges" clause above, we will charge your credit card for any damage or extra house cleaning.

Please ensure your credit card has sufficient funds at the time of booking and again approximately one month prior to check in when the balance owing will be deducted. Please also ensure your credit card is current and valid on each occasion.

CREDIT CARDS – We accept online payments by Visa, Amex and MasterCard.

SMOKING

Tulka House is strictly no smoking including the use of e-cigarettes. Smoking and e-cigarettes are strictly prohibited on site and inside any rooms, decks, or anywhere on the property.

CANCELLATION POLICY

Any cancellations prior to 30 days of arrival date attract a $100 administrative fee.

Any cancellations within 29-15 days will attract a fee of 50% of your total booking. Any cancellations within 14 days and non-arrivals attract the full tariff being charged.

As many bookings are made well in advance, we recommend guests purchase travel insurance so that you can cover any unforeseen circumstances such as illness or family emergencies preventing travel etc.

WEBSITE CONTENT

The information, materials and services in this website is/are provided for general information purposes only. You need to work out what experiences suit you and your guest. A full list of experience can be found at www.portlincoln.com.au

We will not be held liable for any errors in content and in actions you take in reliance on them.

Any articles, information and content on this website must be read subject to these terms of use.

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OWNERSHIP

Tulka House Management reserves the right to sell or transfer ownership of the property at any time.

Should the property be sold and the new owner choose not to continue operating Tulka House as a short-stay accommodation or venue, all existing bookings will be honoured wherever possible.

If an existing booking cannot be honoured as a result of the change in ownership or operation, guests will be provided with no less than four months' notice and any deposits or payments made towards the booking will be refunded in full.

We remain committed to providing guests with as much certainty and notice as possible should circumstances surrounding the property change.

AGREEMENT

Agreement to these terms and conditions is a condition of staying at the Tulka House property.

By making a booking at Tulka House you are deemed to agree these terms and conditions.

You acknowledge that certain products and services at the Tulka House property are provided by independent contractors and that Tulka House will have no liability to you or your guests in relation to the provision of those products and services by independent contractors.

From time-to-time Tulka House staff/concierge, maintenance tradespeople and delivery services may attend at the house to carry out essential services.

To the extent permitted by law, these terms and conditions apply to the exclusion of any implied terms including terms implied by law. However, these terms are to be read subject to any laws of mandatory application or terms implied by law that cannot be excluded, including any rights under the Australian Consumer Law.

You agree to these terms and conditions on your own behalf and on behalf of your guests.

The Management of Tulka House reserves the right to request guests to leave the retreat should they breach any of the above Terms and Conditions.