

POLICIES

Fair use Policy

Unless otherwise stated, the fair and standard use of all utilities and internet is included in the room rate/tariff for your stay at Portage Paradise.

Where unfair or excessive usage occurs the estimated cost of excess usage will be billed to the guest. Examples of unfair or excessive usage include leaving appliances running for unnecessarily long periods, leaving appliances such as air conditioning or heaters running while the property is unoccupied or while window/doors are left open.

Any damage must be reported immediately and any costs will be charged to the booking guest.

Internet Policy

Free Wireless connectivity is provided for web browsing and email communications. With limited data and bandwidth it is not intended for streaming or download.

Cleaning Policy

The house is to be left as you found it. In simple terms please clean everything before you leave. If you would prefer not to clean, we can arrange for our cleaning team to come in after your stay at a charge of \$200. Please advise us prior to check-in.

No Parties

The house is not for parties with the exception of specific bookings where the purpose is clearly agreed as a meeting, product launch, milestone birthday, wedding or such event. No rowdy parties are allowed.

Cancellation Policy

Cancellation of your stay within 48 hours of arrival date will be charged at 100%.

Cancellation of your stay less than one week but more than 48 hours will be charged at 50%

Cancellation of your stay after booking but one week prior will receive a full refund less a \$25 administration fee.