

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 Two Bedroom Seppeltsfield Suite, where a second bedroom and bathroom provide occupancy for up to four adults. Each of the Seppeltsfield Suites may be requested to be configured as twin single beds instead of a king bed. 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. Minimum guest age is ten years.

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 operates on a winter season June– September and is open Wed-Saturday during this time.

The Louise offers its guest accommodation to the public according to three different rate plans. The property additionally offers two package plans that combine guest accommodation and dinner at the on-site restaurant Appellation. The policies for deposits, guarantees, amendments, cancellations and no-show provisions differ among these rate plans. Only the policies applicable to the rate plan chosen by the party making a booking will apply.

THE LOUISE RATE PLAN

This is the property's most flexible offering. Rates for each room type are consistent across a full year and all room inventory may be booked via any channel (such as website, travel agent or direct contact with the property) at this rate. In general, the provisions of deposits, guarantees, amendments, cancellations and no-show provisions are the least restrictive for bookings made according to this rate plan.

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)
Lead Time	Available for same day up to one year in advance
Guarantee	Must be guaranteed with a credit card with validity through the departure date
Deposit	None
Amendment Policy	For amendment requests received before 5pm two days prior to arrival, amendments will be granted, subject to availability, for no fee. If a request to amend the stay is received after 5pm two days prior to arrival, the amendment will be granted subject to

	availability and a non-refundable amendment fee of \$50 will be charged at that time to the credit card being held for guarantee.
Cancellation Policy	One night's room charge as a cancellation fee, if cancelled after 5pm two days prior to arrival, will be charged to the credit card being held for guarantee. Otherwise, there is no cancellation fee.
No-show Policy	If guests do not check-in on the arrival day, then the price for the first night's room (times the number of rooms reserved) will be charged to the credit card being held for guarantee as a no-show fee. Balance of nights are cancelled.

BEST AVAILABLE RATE PLAN

This is the property's most popular rate plan, offering a balance of flexible policies and attractive rates. These rates vary from weekday to weekend, tending to be most advantageous for Sunday to Thursday night bookings in the months between May to September. These rates are bookable via all channels. In general, the provisions of deposits, guarantees, amendments, cancellations and no-show provisions are flexible until a short time prior to arrival.

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)
Lead Time	Available for same day up to one year in advance
Guarantee	Must be guaranteed with a credit card with validity through the departure date
Deposit	None
Amendment Policy	For amendment requests received before 5pm two days prior to arrival, amendments will be granted, subject to availability and agreement to applicable rate differential (if any), and a non-refundable amendment fee of \$50 that will be charged at that time to the credit card being held for guarantee. If a request to amend the stay is received after 5pm two days prior to arrival, the amendment request will be treated as a cancellation and one night's room rate (times the number of rooms reserved) will be charged to the guarantee credit card as a cancellation fee.
Cancellation Policy	\$50 cancellation fee applies if cancellation request received more than two weeks before arrival. Within two weeks of arrival, one night's room rate (times the number of rooms reserved) will be charged to the guarantee credit card as a cancellation fee.
No-show Policy	If guests do not check-in on the arrival day, then the price for the first night's room (times the number of rooms reserved) will be charged to the credit card being held for guarantee as a no-show fee. Balance of nights are cancelled.

ADVANCE PURCHASE RATE PLAN

This is the property's most price effective rate plan, offering a trade off of more attractive rates for less flexibility in terms and conditions. These rates are not offered for each room type and not for all nights, and vary from weekday to weekend, tending to be most advantageous for Sunday to Thursday night bookings in the months between May to September. These rates are bookable only on the property's own website. In general, the provisions of deposits, guarantees, amendments, cancellations and no-show provisions are not flexible once the booking has been placed.

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)
Lead Time	Available up to one year in advance so long as arrival date is at least two weeks after the booking date
Guarantee	Must be guaranteed with a credit card with validity through the departure date
Deposit	The full amount of the booking will be charged to the booking party's credit card at the time of booking as a non-refundable deposit.
Amendment Policy	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 applicable Best Available Rate with the application of the deposit to the new booking, and a non-refundable amendment fee of \$50 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 pre-paid deposit will be forfeited without refund.
Cancellation Policy	Cancellation results in forfeit of entire deposit as cancellation fee, with no refund.
No-show Policy	No-show results in forfeit of entire deposit as a no-show fee, with no refund.

DINE + STAY PACKAGE RATE PLAN

The property's highly acclaimed on-site restaurant Appellation is often one of the primary reasons guests are travelling to the Barossa Valley. The Dine + Stay rate plan provides a package offering where guests will have a guaranteed table and a pre-determined spending allowance in Appellation with the opportunity to stay in a selected room category at The Louise on the night of dining. This rate plan offers the value and flexibility of the Best Available Rate for a guest room with the opportunity to choose among any of the menu options and wine choices in Appellation.

Minimum/Maximum Stay	One Night
Minimum Number of Rooms	One
Maximum Number of Rooms	Four

Dining Plan	A defined allowance per guest is available for dining in Appellation. The amount of this allowance approximates the cost for the guests (typically two persons) to enjoy any three course selections from Appellation's Seasonal Selections menu, however the guests retain full flexibility to choose among any of the offerings of food and beverages in the restaurant. At the conclusion of dining, the restaurant docket is signed to the room account, and the allowance is applied at room check out. The amount of the allowance applies to all food and beverage purchases on the one night at the restaurant up to the total amount of the allowance. If restaurant orders are less than the maximum of the allowance, the unused balance may not be applied to the room rate or to other charges.
Combinable	May be combined with additional Best Available Rate guest room nights and/or additional Dine + Stay Package Rate nights.
Lead Time	Available for one year in advance with a minimum of two days lead time between booking date and arrival date.
Guarantee	Must be guaranteed with a credit card with validity through the departure date.
Deposit	None.
Amendment Policy	For amendment requests received before 5pm two days prior to arrival, amendments will be granted, subject to both accommodation and restaurant availability and agreement to applicable rate differential (if any), and a non-refundable amendment fee of \$50 that will be charged on the date of the amendment to the credit card being held for guarantee. If a request to amend the stay is received after 5pm two days prior to arrival, the amendment request will be treated as a cancellation and one night's room charge (times the number of rooms reserved) at the applicable Best Available Rate will be charged to the guarantee credit card as a cancellation fee.
Cancellation Policy	\$50 cancellation fee applies if cancellation request received more than two weeks before arrival will be charged to the credit card being held for guarantee. Within two weeks of arrival, cancellation fee is one night at the applicable Best Available Rate for the room type reserved (times the number of rooms reserved) and will be charged to the credit card being held for guarantee.
No-show Policy	Entire package charge for stay and dining as no-show fee will be charged to the credit card being held for guarantee.

SHORT BREAK PACKAGE RATE PLAN

The property's highly acclaimed on-site restaurant Appellation is often one of the primary reasons guests are travelling to the Barossa Valley. The Short Break rate plan provides a package offering where guests will have a guaranteed table and a pre-determined spending allowance in Appellation for one night with the opportunity to stay in a selected room

category at The Louise for two consecutive nights. This rate plan offers the value and flexibility of the Best Available Rate for two nights in a guest room with the opportunity to choose among any of the menu options and wine choices in the restaurant.

Minimum/Maximum Stay	Two Nights
Minimum Number of Rooms	One
Maximum Number of Rooms	Four
Dining Plan	A defined allowance per guest is available for dining in Appellation. The amount of this allowance approximates the cost for the guests (typically two persons) to enjoy any three course selections from Appellation's Seasonal Selections menu, however the guests retain full flexibility to choose among any of the offerings of food and beverages in the restaurant. At the conclusion of dining, the restaurant docket is signed to the room account, and the allowance is applied at check out. The amount of the allowance applies to all food and beverage purchases on the one night at the restaurant up to the total amount of the allowance. If restaurant orders are less than the maximum of the allowance, the unused balance may not be applied to the room rate or to other charges and may not be held over for dining in Appellation on another date.
Combinable	May be combined with additional Best Available Rate guest room nights and/or additional Dine + Stay Package Rates
Lead Time	Available for one year in advance with a minimum of two days lead time between booking date and arrival date.
Guarantee	Must be guaranteed with a credit card with validity through the departure date
Deposit	None
Amendment Policy	For amendment requests received before 5pm two days prior to arrival, amendments will be granted, subject to availability and agreement to applicable rate differential (if any), and a non-refundable amendment fee of \$50 will be charged at that time to the credit card being held for guarantee. If a request to amend the stay is received after 5pm two days prior to arrival, the amendment request will be treated as a cancellation and one night's room charge (times the number of rooms reserved) at the applicable Best Available Rate will be charged to the guarantee credit card as a cancellation fee.
Cancellation Policy	\$50 cancellation fee applies if cancellation request received more than two weeks before arrival will be charged to the credit card being held for guarantee. Within two weeks of arrival, cancellation fee is one night (times the number of rooms reserved) at the applicable Best Available Rate for the room type reserved will be charged to the credit card being held for guarantee.
No-show Policy	Entire package charge for stay and dining charged as no-show fee will be charged to the credit card being held for guarantee.

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). 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 30 days prior to arrival date.

As at December 2014.