



"The Villa"
Port Douglas, Queensland
Australia



Money Back Guarantee

Have you ever been disappointed or even angry when you arrive at your holiday accommodation only to find things aren't quite what was advertised? There is nothing worse and your holiday can be ruined before it gets started.

With our Money Back Guarantee, you can now be a little surer that things will be exactly as we advertise and the property will be well prepared and presented for your arrival. Otherwise we wouldn't be able to give this guarantee.

To give you full peace of mind that this is not an empty claim, we back it up in our Rental Agreement.

If you find The Villa is not substantially what was advertised and / or not prepared and presented to a high standard, we will refund 100% of the unused portion of your rental payment ***and*** give you assistance in finding suitable alternative accommodation (if available).

It's that simple, because we are sure that what we say about The Villa and our service is what you will get.

... see over for conditions

Money Back Guarantee - Conditions

- We guarantee that our web site and direct marketing material produced by us shows and depicts substantially what you will find when you arrive at The Villa.
- We will do our utmost to ensure everything is available and working for your arrival however we cannot guarantee that in every case. If something is not available or not working we will initiate its replacement or repair immediately we are advised and we will keep you updated on progress of the replacement or repair. We will replace an item if the repair is going to take too long.
- However, if at any time during your stay you are seriously inconvenienced or disappointed because something is not as advertised, not available or not working and you wish to leave, we will provide you with a 100% refund of the unused portion of your rental payment on request. If you have a problem we will of course attempt to resolve it but if we cannot satisfy you, we will provide a refund and assist in finding you suitable alternative accommodation (if available). That is the limit of our guarantee and liability. We will not pay any increased cost of alternative accommodation or any other expense associated with your departure / move.
- We will not refund any used portion of your rental payment. A day ends at 10am. We will not refund any day or part thereof you occupy the property.
- You will follow our reasonable instructions, especially with respect to the use of the spa, electrical equipment and appliances. We will not provide a refund if you contribute to a problem (e.g. if you break something).

For more information, please contact

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