

Greystone Estate

Pokolbin, NSW



COMPENDIUM

0400 006 261 | info@greystoneestate.net.au

Welcome to

Greystone Estate

We have enclosed all the information you require to enjoy your stay at this beautiful property.

Please take the time to read through all the information and make yourself familiar, so you feel right at home.

We have also enclosed details to help you decide what to do, who to contact in the area for wineries, dining, tours, golf and many other activities

Please don't hesitate to contact our office on 0400 006 261 if you require any assistance. Please leave us a message and we will return your call.

We hope you have a beautiful stay!

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The Team at Greystone Estate

Please note: The person whose name appears on the reservation is responsible for the property and making sure all guests and visitors are aware of the Terms & Conditions which are outlined at the end of this information booklet.

The number of guests staying at the property must not exceed those agreed to at the time of booking. Extra guests beyond those agreed to shall incur an additional charge.

ESSENTIAL SERVICES

GREYSTONE ESTATE MANAGEMENT: 0400 006 261

EMERGENCY (FIRE, AMBULANCE, POLICE): 000

STATE EMERGENCY SERVICE: 132 500

POISONS INFORMATION CENTRE: 13 11 26

CESSNOCK TAXI: (02) 4990 1111

CESSNOCK HOSPITAL: (02) 4991 0555

MAITLAND HOSPITAL: (02) 4939 2000

SINGLETON HOSPITAL: (02) 6571 9222

SINGLETON POLICE STATION: (02) 6578 7499

CESSNOCK POLICE STATION: (02) 4991 0199

RURAL FIRE SERVICE: 1800 679 737

WILDLIFE AID: 0429 850 089

NRMA: 13 11 22

POKOLBIN VILLAGE PHARMACY: (02) 4998 6677

HUNTER VALLEY MEDICAL PRACTICE (02) 4991 3432

SINGLETON MEDICAL CENTRE AND SKIN CLINIC: (02) 6571 3700

THE HAPPY TOOTH DENTIST CESSNOCK: (02) 4991 5000

SINGLETON DENTAL CARE: (02) 6572 4829

RED ZEBRA BABYSITTING: 0419 411 636

KIDDI CARE BABYSITTING: 0400 008 683

About Greystone:

ACCESS:

GreyStone Estate features 4 accommodation buildings:

- Main House
- Cottage 1
- Cottage 2
- Gow House

Cottage 1 is the first cottage you arrive to at the front of the Estate and overlooks the entry driveway.

The Residence is the main house located to the left of Cottage 1. It features two bedrooms located behind the kitchen and five suites off the patio.

Cottage 2 is directly next to The Residence and overlooks the dam.

Gow House is located at the back of the Estate. Please do not drive across the grass.

AIR CONDITIONING

The Main House is fully air conditioned with ducted air. The keypad for the air conditioning is located opposite the fridges in the kitchen. Please close all windows and doors when air conditioning is active to ensure optimum cooling/heating and responsible energy use.

Ensure you turn the air conditioning off when leaving the property. Air conditioning has a High/Low feature which controls the fan speed for the unit. The air conditioning zones include:

- Lounge, kitchen, dining, 2 x bedrooms
- 5 x bedroom suites off patio



About Greystone

ATM

The closest ATM, liquor and convenience store is the IGA in Branxton (10 minutes drive). Otherwise, major shopping centres for Coles and Woolworths are a 20 minute drive at Singleton Square, or a 25 minute drive to Cessnock.

BATHROOM

Each bathroom has body wash, shampoo and conditioner for you to enjoy. Please do not use hair dye, spray tan or coloured products in any of the bathrooms as these will stain the tiles.

You will incur extra charges for any stains damage to bathrooms.

BBQ

There is a large hooded gas BBQ at the end of the patio suites near the parking area. Please clean the BBQ after use to avoid an additional \$50 cleaning charge to your registration credit card.

BEDROOMS

All beds are made up with one summer blanket in the summer and a winter quilt during winter.

CHECK OUT

Check out is strictly 10am.

CHILDREN

Constant visual supervision of children is required at all times on this property. The abundance of native wildlife in the area can be a danger to children - please be vigilant.

Always keep children at arms-length near water. Be advised that there is a dam at the bottom of this property, so please ensure your children are supervised at all times.

About Greystone

COASTERS

Please use coasters and heat protectors for all drinks and food to protect the furniture, particularly the dining and coffee tables. Coasters can be found on the dining and coffee tables.

COFFEE MACHINE

To use, ensure machine is plugged in and switched on. Fill up the side chamber with fresh water. Fill up one of the milk canisters with fresh milk and connect the rubber tube to the front of the coffee machine. Place a coffee cup/mug under the pourer. Select your coffee type at the front of the machine via the touchpad display. All parts of the milk canister, including the rubber tube are dishwasher safe.

DAY VISITORS

Day visitors are not allowed. Unless booked for an event, this property is accommodation only. No functions (including pre-wedding drinks) are to be held with members outside the 32 guests staying on site.

DISHWASHERS

In The Main House kitchen you will find two Smeg dishwashers. To turn on, press the first button on the left. On the right of the display you will find two black buttons. The first button allows you to select through the settings to choose your wash type. On the left display you will find the timing controls and the 'Quick Wash' selection. Use the black button on the far right to 'Start'. Dishwasher tablets/powder is located underneath the sink. It would be appreciated if you stack your dirty dishes in the dishwasher and turn it on before your departure.

In the Shed (Games Room Barn) you will find a dishwasher. Please stack with the glassware from the Games Room kitchen, set to a 'Quick Wash' cycle and turn on before leaving this area..

About Greystone

CLEANING

Please leave the property in a similar state to it's condition on arrival.

EMERGENCY CONTACT

In the case of an emergency (Fire, Ambulance or Police), please call 000. Our after hours office number is 0400 006 261 so please leave a message and one of the office staff will call you back.

FANS

Ceiling fans are located in the property bedrooms. Please use the remotes to turn on/off.

FIRE ALARM

Should the fire alarm sound due to a fire please make use of the fire blanket and/or extinguisher, call 000 and quickly vacate the property. Should the fire alarm sound and there is no danger, press firmly the button located on the unit to mute the device.

FIREPLACES

The Main House lounge room fireplace is gas fuelled. To turn on, use the remote control located near the fireplace. Please ensure it is turned off before you retire for the night. As the house has ducted air conditioning, the fire is ornamental only and provides a gentle heat/warmth only.

FIRES

Apart from the BBQ, no outside fires are to be lit at the property at any time under any circumstances

GARBAGE

The daily garbage should be taken to the bins located to the right of the Patio BBQ area near the parking, or to the skip bin behind the Games Room Barn. Please do not leave rubbish bags outside of the property, as this may attract pests and be harmful to wildlife.

About Greystone

GROCERIES

Olive oil, salt and pepper, tea and coffee and sugar are all provided for you in the kitchen. The closest convenience store is Pokolbin General Store on Broke Road (operating hours 9am-5pm). The major shopping centre for Coles and Woolworths is located in Cessnock or there is a Coles only in Huntlee.

INSTRUCTIONS

Instructions for white goods and electrical items are located in the folder in the entry foyer of The Residence.

INTERNET CONNECTION

Complimentary Wifi Internet is available:

IP: Greystone Ext PW: Greystone123

IP: Greystone PW: Greystone123

KEYS

For security of your possessions during your stay, we also advice checking that all doors and windows are locked before departure for tours or activities at any time

KITCHEN

We have provided tea, coffee and sugar which is located on the bench or in the butlers pantry. You should find plenty of dish washing equipment, tablets for the dishwasher as well as large and small garbage bags under the sink. There is also a coffee plunger, kettle, toaster and microwave in the butlers pantry. All pans and trays are non-stick.

Please use the plastic utensils only to ensure pans and trays are not scratched.

Please do not put coffee grinds, fats, oils or food products down the sink, as this is processed by our environmental waste system and will upset the process.

About Greystone

KITCHEN UTILITIES CUPBOARD

An iron, ironing board, vacuum, broom, dust pan and clothes steamer are located in the cupboard to the right of the fridges. Please see instructions for the clothes steamer in the folder in the entry foyer of The Main House.

LAUNDRY

The laundry is located behind The Main House and contains a washer, dryer and clothes line for your convenience.

NEIGHBOURS

The Main House is individually secluded however if you do decide to take a walk around the property, please respect others' privacy

NOISE

Please respect our neighbours and keep noise to a minimum. No music should be played outside of the house, and any noise must be kept to a minimum after 10:30pm. In the event of a disturbance or complaint we will attempt to contact the primary guest on the booking to request that the disturbance cease. In the event that we are unable to reach the primary guest, a member of management will visit the property at your cost

OUTDOOR GAMES

A cricket set is located in The Main House entry hall table. We do ask when they are returned, there is no damage and the games are left complete.
Thank you.

OUTDOOR LIVING

In the summer season and after rain you may notice mosquitos and flies. Please enjoy the mosquito/fly repellent available in the kitchen cupboard.
We also recommend keeping windows and doors closed from dusk.

About Greystone

Ovens

The Main house kitchen has three ovens; a stand alone 900mm gas top stove and electric oven, a wall mounted 600mm steam oven with touch display and a wall mounted 600mm standard oven. Instructions for using the ovens are located in the folder at The Residence entry foyer.

Parking

Please park in the car park areas. Avoid parking on grass.

Pets

No pets allowed unless for wedding ceremony with a dog sitter (i.e Kare Kanine).

Power Outage

The power box is located outside to the side of the house, near the water tanks. Please note, if the power cuts out, the water pumps are also affected. Please contact 0400 006 251 should you require assistance.

Sewage/Personal Sanitary

T“We don’t want your business to become the Plumber’s business”. Sewage is processed onsite in an environmental waste system known as a ‘Bio-Cycle’.

It is very important that you do not flush sanitary pads, condoms, tampons or thick paper towels down the toilet. Doing so will block the system up, usually within hours.

If this is the case, an alarm will sound. This will require a Plumber call-out to fix the issue and you may not be able to use the toilets (as they won’t flush properly) until they are fixed. Please do not put coffee grinds, fats, oils or food products down the sink. Thank you for your cooperation.

About Greystone

SMOKING

All our properties are no-smoking properties and are equipped with regulation smoke alarms. Please do not discard butts ANYWHERE on the property, including lawns and gardens. Odours in the property caused by smoking will attract an additional deodorising fee of \$250. If you need to smoke, you must do so outside. Discarding cigarette butts in a rural area has potential to ignite fires

SNAKES, LIZARDS AND WASPS

The Hunter Valley does have brown and black snakes as well as native lizards and wasps. Should you see a snake or lizard at the property or near the house, please call (02) 4991 2444 and a volunteer snake catcher will attend the property. It is important for this service that you keep an eye on the location of the snake so that they know where to find it. Equally, your safety is of priority so please maintain a safe distance from the snake. Wasps nests can develop within a few days. Please contact us if you are concerned about one that is near the house.

Please maintain a safe distance and contact our after hours maintenance team on 0400 006 261

SWIMMING POOL

The swimming pool is available for your enjoyment. Use of the pool is strictly for guests only. Please follow the rules as below:

- No running around the pool at any time. Wet surfaces can be slippery
- People under the age of 18 years must be supervised at all times by someone over 18 years of age who can swim
- No glass of any kind is to be taken into the pool area

TELEVISION

Both remotes (TV and Apple TV) are located on the coffee table. Netflix is available in the main lounge room of The Main House. Free to Air TV is available in the suites and the cottages..

About Greystone

THE GAMES ROOM

Follow the path behind The Main House up the hill to the Shed. Use your access code to unlock the door. The Shed includes two powder rooms, lounge room with television, pool table, foosball table, darts, table tennis, bar with fridge, glassware and dishwasher.

The Barn doors can be opened from the inside of the Shed by releasing the two bolt locks at the bottom of the doors.
Please close before exiting the space.

TOWELS

One towel is provided per guest. Please provide your own pool towels.

WATER FEATURES

The onsite fountains are on timers and the water is pumped from the dams. Do enjoy watching the birds and wildlife as they interact with these features. Please note this is dam water and is NOT suitable for drinking.

WATER SYSTEMS

The property runs off 100% tank water, so please consider our environment. Where able, please conserve water and keep showers to a sensible time frame

WIFI

Complimentary Wifi internet is available:

IP: Greystone PW: Greystone123

IP: Greystone Ext PW: Greystone123

About Greystone

TORCH

There is a torch in the cupboard under the gas stove for your use.

WILDLIFE

Please do not approach or feed the local wildlife, and drive carefully around local roads. If you encounter injured wildlife, please contact WildlifeAid on 0447 667 737.

Please keep your distance from the kangaroos. They are nervous and will usually jump away, however the bucks can become aggressive if they feel threatened.

WINDOWS AND DOORS

Please ensure that all windows and doors are closed AND locked upon departure.

WINE

Please enjoy the bottles of wine on the entrance bench - they are our gift to you

Hunter Valley Wineries

If you love wine as much as we do, then you are in for a treat! The Hunter Valley is filled with award-winning wineries and below is a carefully selected list of some of our personal favourites!

- Mount Pleasant
- Brokenwood
- VAMP by Lisa McGuigan
- Tulloch Wines
- Andrew Thomas
- Thomas Allen
- Scarborough Wine Co.
- Pepper Tree Wines
- Usher Tinkler Wines

Our team is always available to assist with booking tours, other recommendations and ideas to personalise your stay.

info@greystoneestate.net.au
0400 006 261

Hunter Valley Restaurants

Dining in the Hunter Valley is one of our favourite things to do. With hundreds of incredible establishments, you'll be already planning your next trip back before your last mouthful.

Here is a list of our top restaurant recommendations:

- Muse Restaurant
- Bistro Moline
- EXP. Restaurant
- Circa 1876 Restaurant
- Muse Kitchen
- Hunter Quarters

Looking for breakfast? Try these:

- Falk Foods
- Cafe Enzo
- The Deck Cafe
- Restaurant Curvee

Activities

For our adrenaline junkies or fun activities to do with the kids, have a look at these suggestions below:

- Hunter Valley Gardens
- Balloon Aloft
- Scenic Flights with Aero Logistics
- Hunter Valley Zoo
- Horse Riding in the Vineyards with HV Horses
- Hunter Valley Chocolate Factory
- Ironbark Brewhouse (across the road)
- Gin Distillery
- The Spa at Chateau Elan
- Endota Spa at Peppers Guest House

Terms and Conditions

TERMS & CONDITIONS AND CODE OF CONDUCT under NSW LEGISLATION GREYSTONE ESTATE

Greystone Estate asks that you please read these Terms & Conditions carefully and in full.
Accommodation Terms and Conditions

Welcome! We are proud to introduce to you to this unique property; an amazing space where guests can relax in comfort and luxury. Greystone Estate strives to ensure that each and every guest enjoys an experience beyond his or her expectations.

As we entrust an entire property into you our guests hands, complete with bespoke and expensive fit- outs, we do expect that guests read, abide and comply by the Terms and Conditions (especially our strictly enforced 'no party' policy), and By-Laws instructed from the Manager and Security Services during their stay. We ask guests to show the upmost care and responsibility, and it is expected that the property and furnishings be returned in the exact same condition at the end of stays as at the beginning.

Before booking, please understand that it is a requirement that any damage or accidents, unintentional or otherwise, are the responsibility of the guest and that the guest will meet these repair or replacement costs. Given its' definition we do accept that accidents may occur, but any accident is the responsibility of the guest. Greystone Estate will always go above and beyond to repair or replace, by the most cost-effective means, in order to restore the property to the same condition as it was before the guest took occupancy.

CODE OF CONDUCT FOR SHORT-TERM RENTAL ACCOMMODATION INDUSTRY GUEST OBLIGATION

The Code of Conduct imposes certain behaviour standards on guests in short- term rental accommodation, including:

- You must not make noise that unreasonably disrupts your neighbours
- You must not cause damage to the premises, including any common property in a strata scheme or association property in a community scheme.
- You are responsible for the actions of your visitors and must ensure they comply with the behaviour standards set out in the Code of Conduct. Any visitors must be approved in writing by Greystone Estate PRIOR to visiting the property, be registered for COVID-19 and agree to the Code.
- If you don't meet your obligations under the Code of Conduct, you could face penalties such as warning notices, fines or being added to the exclusion register.
- A person who is listed on the exclusion register is prohibited from participating in the short-term rental accommodation industry for five years.

GUESTS TO ACT LAWFULLY

A guest must not engage in conduct in their capacity as a guest that contravenes:

- (a) the criminal law
- (b) planning laws or by-laws (if the premises are in a strata or community scheme) that apply to the premises

Terms and Conditions

- (c) the terms of a short-term rental accommodation arrangement for the premises.

OBLIGATIONS TO NEIGHBOURS

A guest must not at any time during the occupancy period:

- create noise that because of its level, nature, character, or quality, or the time it is made, is likely to harm, offend, or unreasonably disrupt or interfere with the peace and comfort of neighbours and other occupants of the premises
- act in a violent or threatening manner towards neighbours or other occupants of the premises
- act in a manner that could reasonably be expected to cause alarm or distress to neighbours and other occupants of the premises
- use or enjoy the premises in a manner, or for a purpose, that interferes unreasonably with the use or enjoyment of common property by neighbours and other occupants of the premises in a strata or community scheme
- intentionally, recklessly or negligently cause damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises
- intentionally, recklessly or negligently damage the personal property of neighbours of the premises or other occupants of a strata or community scheme.

TERMS & CONDITIONS of HOLIDAY RENTAL DEFINITIONS

“Booking” means the period for which you have stayed, or intend to stay, at the property

“Property” means the premises you have booked and all its fixtures, fittings, and equipment.

“Management” means Greystone Estate. “Primary Guest” means the person who makes and pays for both the deposit and final payment, and provides their credit card information for the security deposit/ bond. Credit card payments may only be accepted from the Primary Guest. Payments from any other guest will not be accepted.

“Guests” mean the persons who stay overnight at the property during the booking.

“Visitor” means a person or guest permitted to visit the property during the booking.

“Owner” means the person or persons or legal entity that owns the Property.

“Agents” mean a 3rd party booking provider e.g. AirBnb.com, Booking.com, HomeAway/Stayz.com.a

1. GUEST RESPONSIBILITY

Payment of the rental deposit constitutes the Primary Guests’ acceptance of these Terms and Conditions.

If a guest is booking on behalf of other people, the person booking the accommodation is responsible for the property, and for making all guests and visitors aware of and abide by these Terms & Conditions. Additional information on the property and its functionality are available to guests in the properties’ House Compendium.

You must be at least 25 years of age to book any accommodation at Greystone Estate. Greystone Estate is strictly not available for end of school celebrations or bucks parties and should Greystone Estate Management become aware of a booking that is of this nature, we reserve the right to cancel the booking. All cancellations terms will then apply.

Terms and Conditions

2. PAYMENT

- See Accommodation and Event Contract for payment terms.

3. PRIMARY GUEST REGISTRATION AGREEMENT AND SECURITY DEPOSIT/BOND

- When booking with us you accept that;
- While you are in occupation, you are fully responsible for all breakages and damage caused to the property, its furniture and fittings, and/or any consequent loss suffered by the Property Owner.
- All fixtures, fittings, furniture and appliances are assumed to be in good working order at the commencement of your stay, and in the event that any item is not in good working order at the commencement of your stay, you must notify us immediately, so that the condition of the item can be recorded at that time.
- If we have not received notification from you, any damage will be deemed to have been caused by you.
- Any breakages, damage/loss or injury which occur during your occupation must be reported to us prior to your departure, and either replaced to the satisfaction of the Property Owner or paid for prior to departure at an amount determined by the Property Owner at their absolute discretion.
- Failure to comply with this condition will result in your bond being held until the matter is resolved.
- Malfunctioning equipment or damages, - If there are any problems with the property or malfunctioning equipment, please report it immediately and do not leave your report until check-out. We do not issue refunds for problems with Satellite TV, phone, Internet, games/pool tables, or anything else that is not considered a necessity. We will make every effort to assist with a solution where possible; however, there may be limited contractors or service providers in the area, after hours or on weekends. You will be held responsible for any damages to the rental home or property, caused by you or your guests. The property is inspected after each stay and if any items are missing or damaged you will be charged.
- On arrival you will agree to read the Property Compendium and to take note of all emergencies exits and equipment.
- I accept that smoking inside the property is forbidden and no cigarette butts will be discarded on the property.
- The number of persons staying at the property does not exceed the numbers on the booking form at any time during the occupancy unless written approval has been agreed. This is at all times unless it is at an approved function in specified times.
- We agree that the property will be left in the same clean, neat and tidy condition, as it was when they arrived. This includes, without limitation; washing up, stacking dishwasher and putting on cycle before departure, fridge cleaned out, BBQ cleaned (a \$50 charge will apply), and rubbish to be placed in appropriate bins provided, wet towels to be placed in bathrooms. If additional extra-ordinary cleaning is required, the cost will be charged against the credit card (security deposit). If additional rubbish is left behind we will dispose at the guests expense – charged to the credit card (please be aware this can be as high as \$200+ for excessive rubbish). Excessive cleaning or BBQ cleaning may affect your bond.

Terms and Conditions

- I confirm that the use of the property during our stay is NOT for end of school celebrations or bucks / Hens parties, or any event that I have not received prior permission in writing from Greystone Estate. Greystone
- Estate has locked cupboards, storerooms and sheds that belong to Owners.
- Tampering with locked doors will result in a charge and legal action by the Owner. Televisions are set up for your enjoyment please do not disconnect. Please do not unplug or play with any of the connections. Instructions for the use of equipment should be found in the house compendium.
- A security deposit/bond of \$3,000 is required for your stay and is payable as a credit card pre-authorisation. This will be processed approximately 24 - 48 hours before your arrival, so please ensure the funds are available at this time.
- A pre-authorisation is a temporary hold on a security deposit, making these funds unavailable to the Primary Guest cardholder until the charge is cleared. The held funds are cleared automatically by your bank between 3-7 business days following your stay, as long as there is no reported damage to the property.
- The Primary Guest responsible for the booking must register with Greystone Estate, by returning the registration form to the office, at least 14 days before check-in, to provide their credit card details and authorisation signature, which will be used for the security deposit pre-authorisation.
- This Security Deposit/Bond payment may be used to cover incidental items such as (but not limited to): extra guests not included in the booking, any breakages or damages incurred during the stay, odours caused by smoking, replacement keys, excess garbage, emergency call-out fees or cleaning charges in excess of the normal levels of cleaning.
- Greystone Estate reserves the right to debit the Primary Guest card with any extra costs above the property pre-authorisation limit, if the damage or costs exceed the pre-authorisation amount.
- Management will notify the Primary Guest by email prior to using any part of supplied credit card used for pre-authorisation or additional charges in excess of the pre-authorisation amount for any of the above charges.
- Any security bond claim will also be subject to a \$100 administration charge to the Primary Guest card.

4. NUMBER OF GUESTS

- Weddings parties and functions are all under the separate contract provided by Greystone Estate Management Team. The number of guests staying at the property must not exceed the 32 pp at any given time. There is to be no glamping or camping onsite.
- Additional guest are NOT allowed onsite at Greystone Estate unless they are attending the event that is taking place with the supervision of Greystone Estate Management Team at the given times.
- Visitors to the property must have prior approval from management in writing. Extra fees may apply.

Terms and Conditions

5. CHECK IN, CHECK OUT, PROPERTY ACCESS & KEYS

- Our check-in time is from 3:00pm onwards, and check-out time is 10:00am (midweek and weekends). If the property is not vacated by the agreed time then extra charges will be incurred. A staff member will meet you on check in and go through the property at check in so you stay is the most enjoyable and seamless.
- Early check-in and late check-out may be available depending on bookings In circumstances where the property is vacated on the same day as your arrival, then the check-in time may be later, and will be advised by the Greystone estate but a later checkout time would be offered.
- Greystone Estate will make every effort to ensure the property is available as booked. However, Greystone Estate reserve the right to make alterations to bookings due to unforeseen circumstances.
- Check-out times must be adhered to. The property should be left in a similar state to its condition on arrival. Please ensure all appliances, fans and air-conditioning units have been switched off, all lights have been switched off - both inside and out, all taps are turned off, no toilets are running, all garbage has been taken out, all dishes are stacked in the dishwasher and short cycle started, if any outside furniture has been moved please return to original position, BBQ has been left clean, entry gates are closed on departure.
- Greystone estate is equipped with multiple security cameras. Cameras are not monitored for guests safety in any way and should not be relied on by guests for personal security or security of their belongings. Cameras may be used to enforce and verify compliance with rental policies. Any damage, tampering or obstruction caused to cameras by guests may result in a partial or complete loss of security deposit funds.

6. NOISE, PARTIES & DISTURBANCES

- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination of rental. If your behaviour or that of your guests causes damage, danger or annoyance we reserve the right to ask you to vacate the property immediately and be treated as a cancellation of booking, with no refund.
- A \$500 deduction will be charged if we are required to send our Private Security Personnel. A \$200 deduction will be charged if a member of Management is required to attend the property to advise you of complaints.
- No music should be played outside of the house, and any noise must be kept to a minimum after 10.30pm. Offensive noise or language is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid, and extra charges for security and other expenses which may be deducted from your Security Deposit/Bond under these Terms & Conditions. In the event of a disturbance or complaint we will attempt to contact the Primary Guest on the booking to request that the disturbance cease. In the event that we are unable to reach the Primary Guest then a member of Management will visit the property at your cost.

Terms and Conditions

7. SMOKING

- Greystone Estate is a strictly no-smoking property and is equipped with regulation smoke alarms. Please do not discard butts ANYWHERE at the property including lawns and gardens. Odours in the property caused by smoking will attract an additional deodorising fee of \$250. Discarding cigarette butts in a rural area has the potential to ignite fires.

8. FIRES

- The Hunter Valley has strict fire regulations and guidelines, and in warmer months exercises a complete fire ban. As the property is in a Rural area please do not under any circumstances and at any time, light any type of fires outside of any property, e.g. live flame BBQ's (e.g. Webers), spit- roasts, bonfires, fire-pits, campfires, fireworks and cigarette butts.
- The property is equipped with a fire pit a Function staff member is THE ONLY PERSONS
- allowed to operate this.

9. FIREWORKS

- Are allowed on written approval as notice has to be given to neighbours

10. CHILDREN & INFANTS

- Constant visual supervision of children is required at all times. The abundance of native wildlife in the area can be a danger to children
- Please be vigilant, children and infants must be kept at arms- length near water; be advised that there are dams and waterway Greystone Estate. Ensure your children are supervised at all times. The dam is not suitable for swimming in (by either children or adults).
- Please supervise children and infants when outside utilising any play equipment, boules and and when inside using any games rooms or entertainment provided at the property. Management will not accept any liability of any injury, permanent disability or death of any children and infants at the property. Children, under no circumstances are to be left unsupervised by and adult at the property.

11. PETS

- Greystone Estate has a strict 'no pets' policy. Although Pets can attend the ceremony on approval for Ceremony only.

12. CANCELLATIONS AND CHANGE OF DATES

- All Cancellations /changes of dates are required in writing (or email). If you choose to cancel your booking you will forfeit your 50% non- refundable deposit. In addition to the following penalties: Cancellations Change of dates 12 months or more prior to the event 25% of the total invoice will be forfeited in lieu of the property being relet for the same period. Greystone Estate will make every effort to re let the property within the given time frame and if successful will refund all to the booking party all monies paid less a \$500 admin fee.

Terms and Conditions

Cancellations/ Change of dates 6-12 months prior to the event 50% of the total invoice will be forfeited in lieu of the property being re-let for the same period. Greystone Estate will make every effort to re-let the property in the given timeframe and if successful will refund to the booking parties all monies less a \$500 admin fee.

Cancellation/changes of dates less than 6 months prior to the event We do not refund any payments for guests who cancel or change their booking up to 6 months before the date of the event. Please note Greystone Estate reserves the right to cancel any booking if we deem the guests to be in breach of any of our terms and conditions Greystone Estate reserves the right to move your booking with your knowledge due to any circumstances beyond our control.

13. EVENTS OUTSIDE OUR CONTROL

Greystone Estate does not issue refunds for items we have no control over such as power outages, flooding, lightening strikes and other unforeseen circumstances.

14. AFTER HOURS CALL OUTS

Guests who require after hours service are to call our after- hours contact number on and leave a voicemail. You will be contacted by our after -hours staff as soon as possible. If a member of our maintenance staff is required for onsite assistance outside our normal trading hours of Monday to Friday 9am - 6pm, that is the result of loss of keys, lock out of accommodation or any issue that arises that is not the responsibility or fault of Greystone Estate a call out fee of \$250 will be deducted from your security deposit.

15. LOSS OR INJURY

Greystone Estate takes no responsibility whatsoever for loss or damage of any property, or personal injury, or death, of any occupant, guest or invitee of any such occupant, and they each exclude all liability to the maximum extent permitted by law. The occupants acknowledge that the environment in which the property is located, and must take extreme care when inside and when venturing outside the property, including, without limitation, observing safety signage, fire and safety directions and procedures, electric fencing, automatic gates and cattle grates, and exercise caution when near farm animals and wildlife.

Greystone Estate takes no responsibility for the guests' personal property. If the property is left at the houses and needs to be returned, this will be done at the guests' costs. Any property left behind can be sent to you by Australia Post 'Express Post' in which the guest has to pay.

16. PERSONAL INFORMATION AND PRIVACY POLICY

The personal information obtained from this website is used, where you have so requested: To provide products and services to you, to provide you with information, and to send newsletters or other communications to you. We do not pass guest details on to any third parties or external entities with the exception of our Greystone Estate Management service.

17. PARKING, VEHICLES & VEHICLE ACCESS

Terms and Conditions

Parking is available at each property and vehicles must be parked in the designated parking areas and car parks or garages, and not on the grass or lawns. Any additional guests visiting the property where car parking is beyond the capacity of the property will need to either park on the street or arrive and depart via transfers such as private cars or buses.

Vehicles (including motorbikes) are not permitted to drive off designated roads eg. onto lawns, paddocks, fields. No alternative accommodation of any kind is permitted at Greystone Estate. This includes, but is not limited to; motorhomes, camper-trailers, caravans, tents or swags. Vehicles that provide accommodation cannot be used instead of, or in addition to, beds provided at the property.

- The use of trail bikes, dirt bikes, quad bikes or any similar vehicles is not permitted on any property.

18. WEDDINGS/EVENTS

All of our events where you are inviting other guests are coordinated exclusively through our team Greystone Estate Management who are responsible for managing all aspects of weddings/events at the property. In order to host your wedding at our properties, they must be booked for the maximum guest capacity, as well as a venue fee paid. All other event requirements and suppliers are to be coordinated by Greystone Estate Management.

19. RECOVERY PARTY/POST WEDDING EVENTS

These cannot be held onsite and will need to be arranged at an alternate Venue in the Hunter Valley. Greystone Estate Management only allow the 32 guests staying onsite to be at the estate at any one time.

20. WATER SUPPLY/RESTRICTIONS

Please note the property receive it's water supply from on-site water tanks. Slip n Slides or Water slides (large pieces of plastic laid out on the lawn or area of the property for the purpose of sliding down with running water) are not permitted.

The use of property water for washing cars or other vehicles or trailers that have been allowed on site is not permitted on any property Open dams are not suitable for swimming in.

21. POOL

The pools is only for use by guests residing at the property. The swimming pool must not be used between the hours of 7.30pm. and 7.00 am

Please ensure that the water levels do not drop below the filter box level on the pool as this can damage the pump motor. Please call management should the pool level be close to dropping or does drop below an acceptable level to ensure we can direct you to the right water supply to top the pool up with. Please do not take any glassware into pool area.

Please ensure that children are supervised at all times when using any pool .

Terms and Conditions

You acknowledge that You have read and Understood these Terms and Conditions and agree to comply with your obligations contained herein have confirmed your reservation for |2 Nights| from |See Contract| totalling |\$|. Check in time is 3.00pm. Earlier check in is possible by prior arrangement. Please contact us if this is required.