

Terms and Conditions

- Deposit of between AU\$250 and AU\$1000 (up to 50% of the total accommodation cost) is required to secure the booking. Payment of the rental deposit constitutes the clients acceptance of these Terms and Conditions.
- The balance for the accommodation is payable on arrival and can be made by cash, MasterCard/Visa or bank cheque. 2% surcharge applies to all credit card payments (only Visa and Mastercard are accepted). The balance must be paid in full for the entire period booked prior to the keys being provided.
- Cancellations - cancellation if caused by the client, money paid is not refundable unless the house is re-let for the entire period. If a refund is made due to the property being relet then a AU\$50 cancellation fee will apply.
- Amendments - moving dates booked, reducing number of nights booked, no shows and cutting short stays are all forms of cancellation and therefore cancellation policy applies. An exception to this policy may be granted for any reasonable request and is up to the discretion of the owner.
- The owners will make every effort to ensure the property is available as booked. However should any events arise beyond the reasonable control of the owner which render the property uninhabitable (for example flood, fire, storm, etc) the booking will be cancelled and all the monies paid fully refunded.
- To maintain a good standard for our guests we require certain conditions to be complied with. We appreciate most will respect our property but the occasional abuse requires that we state the following conditions.
- Number of guests should not exceed the number stated on the Confirmation Notice or subsequently agreed in writing or email. Fees will apply for excess guests not agreed with the owners in advance.
- Parties and Functions are strictly prohibited. The price charged is for domestic use only and not commercial. Accordingly this rate does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Use contrary to this may result in loss of your bond and/or additional payments.
- Damage, Breakages, Theft and Loss are the tenant's responsibility during their stay.
- Normal check-in time is 2pm. Early check-in (from 8:00am) may be possible at a cost of half the nightly. Late check-in fee of AU\$50 applies after check in of 10pm.
- Departure - the property should be left in a similar state to its condition on arrival. Check-out time is (10am) by the latest, to allow time to prepare property for next guests. Late check-out is subject to availability, i.e. if the apartment is booked out for the night of departure, late check-out is not available. Guaranteed late check-out (no later than 6pm) can be secured at the time of the booking at a cost of half the nightly rate. Failure to check-out at agreed time may result in additional fee charged of 1 night's rate plus the cost of packing, moving and storage of your belongings. We reserve the right to enter the apartment after agreed check-out time and move and store your belongings if necessary.
- Security bond of AU\$500, is charged on arrival and is fully refunded upon departure unless there are outstanding charges for phone usage or in case of damage or loss caused to the property or smoking inside an apartment during your stay or excess cleaning requirements. In this case that charge will be subtracted from the security deposit and the remainder refunded. Examples of extra charges that may be subtracted from the deposit:
 - Loss of security/access card/tag/key - AU\$100 per card/tag/key
 - Loss of keys - AU\$15 per key
 - Lockout - AU\$100 to AU\$150, depending on time of the day
 - Smoking inside an apartment - AU\$150
 - Loss of Broadband Internet Modem - AU\$200
- Broadband Internet Access is provided on request at additional charge of AU\$10 per night with a minimum charge of AU\$60 and must be pre-booked and paid for in advance. A discount is available for two weeks or longer stays. (Please enquire). Download limits apply and own laptop is required.
- The apartments are not serviced during your stay as the apartments are not classified as "serviced apartments" or a "hotel". You are responsible for keeping the apartment in clean condition.
- Pets are not allowed unless specific arrangements have been made in writing with the owner.
- Loss - the owners take no responsibility for the tenant's personal property.

- Variations to these conditions may only be made by prior arrangements with the owner in writing.