

# BOOKING CONDITIONS

## BOOKING CONDITIONS

- Full Rental is payable IN ADVANCE prior to collection of keys when checking in. This can be paid by cash, credit card or direct debit by internet banking). TWO TRANSACTIONS PER BOOKING ONLY (Deposit payment and remaining payment or full payment - NO SPLIT THE BILL).
- Once final payment is DUE no refund is applicable.
- 25% charged of the amount owing on any overdue accounts
- ALL CANCELLATIONS AND BOOKING VARIATIONS MUST BE MADE IN WRITING BY THE PERSON

## MAKING THE BOOKING

- All changes to accommodation bookings will incur an administration fee of \$50.00
- Minimum 4 night bookings.
- Whilst we will make every effort to provide you with the accommodation described in our booking confirmation, we must reserve the right to amend, vary or cancel any booking.
- Bookings will not be confirmed until a 30% deposit is received. Bookings not confirmed within 7 days, may be cancelled and re-booked.
- Standard check-in time is 2pm on the day of arrival and check-out time is 10am strictly.
- December & January Summer bookings cancelled once final payment is due, the full amount will not be refunded unless the property is re-booked.
- We are not responsible if the chosen accommodation does not "meet" the expected style of accommodation required.
- It is the guest's responsibility to read all terms and conditions of their booking. We will not be held responsible for failure of utilities and essential services such as gas, electricity and water, nor appliances, should they cease to function. However, should it be made known to us, every attempt will be made to contact the appropriate authorities to report such incidences and have supplies restored. Please report any failures damage, leaks, to us IMMEDIATELY as soon as these become evident and we will make every attempt to contact the relevant authorities and/or co-ordinate repairs. Immediate repair may be beyond our control.
- Noise at Properties: Only one warning will be issued for noise complaints. 2nd complaint will result in immediate departure from the property with no refund.
- We will debit credit card or send an invoice for extra charges for cleaning, additional guests, extra bedrooms used, lost keys, call outs or damage to property.
- STRICTLY NO FUNCTIONS ALLOWED - \$2000 FINE IF UNAUTHORISED FUNCTIONS OCCUR

Your booking is made in GOOD FAITH by our office but may, under exceptional circumstances be subject to change as may be notified by the owner to us prior to the commencement of booking. We cannot accept responsibility for actions taken by the owner of the property if they cancel a booking. We cannot accept responsibility for actions taken by an owner of the premises outside our control, as in changes to a property, cancellation of a property, or sale of a property. Every reasonable endeavour will be made to offer alternative accommodation of the same standard in the same area, should this occur.

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## CANCELLATION POLICY

- We reserve the right to cancel a booking at any stage due to unforeseen circumstances.
- Strict policies apply:
- Cancellations notified more than 30 days prior to arrival will incur an administration charge of \$150.
- Cancellations notified 30 days or less prior to arrival, will forfeit 25% of the total tariff
- Cancellations notified 14 days or less prior to arrival, will receive no refund.
- We have the right to refuse a booking.

Travel Insurance is strongly recommended in particular for both medical and cancellation coverage.

We want to make your stay with us as enjoyable as possible and we assure you that we will be working hard to do this. However, you will appreciate that to do this and to also maintain the standards of the properties for you and for future guests; we have to have some guidelines. These are based upon accepted industry practice and normal careful use of the property to avoid damage.

Our property have special instructions to allow you to operate the utilities and services or for safety reasons. These are in the manual provided in the property; please make yourself aware of these instructions.

Thank you for your assistance. For further information regarding this policy, please contact us for further clarification.

## CONDITIONS OF TENANCY & OCCUPATIONAL HEALTH & SAFETY ISSUES

Your Holiday Accommodation is let to you upon the following conditions:

Check out time must be strictly adhered to and keys returned to us by the due time, manager will arrive on site strictly at 10am (please lock all windows and doors on your departure).

IT IS MOST IMPORTANT THAT THE NUMBER OF GUESTS STAYING IN THE PROPERTY IS AS PER YOUR BOOKING REQUEST. This is an occupational health and safety issue relating to fire safety, sanitation and hygiene issues and properties may be checked for compliance. If it is found that there are more people at the property, (parties) the tenancy will be terminated and any monies paid will not be refunded. At the time of booking guests are asked the number of persons requiring accommodation. If extra guests or bedrooms are used extra charges will be made.

## STRICTLY NO FUNCTIONS ALLOWED

Please leave the Property as you found it, cleaners will attend when you leave to maintain a level of hygiene, disinfect showers and benches etc., but we expect the house to be left in a neat tidy clean condition, with bbq's wiped over after usage, refrigerators cleared of your left over food, dishwasher stacked and left on when you leave and/or dishes washed and put away in cupboards, rubbish in rubbish and re-cycled bins. Extra cleaning charges will be made if these items are not attended to.

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Please leave used sheets on beds & towels in laundry to allow beds to air between bookings and to let us identify what linen needs to go to the laundry.

**PLEASE DO NOT REMOVE OR MOVE FURNITURE AROUND THE APARTMENT** or from the house during tenancy. This can cause damage to floors, walls, furniture, and dislodge cables where the removal of TV/DVD/Videos is concerned. Do not bring appliances from home for use at the Holiday Apartment as we cannot guarantee their safety.

Breakages and any damage to accommodation and its contents must be reported to us and paid for prior to departure. Tenants agree to allow our office or nominee to enter the rented premises to carry out any necessary repairs which may have arisen during tenancy. Items left behind at the house when you depart must be collected within 14 days

Tenants and occupiers agree not to create any nuisance or excessive noise, causing annoyance to the owners or occupiers of any nearby premises. Remember, some of our neighbours are permanent residents and some holiday takers like yourselves. Only one warning will be issued. Should further complaint/s be received, this will result in immediate eviction from the premises and no refund. Your consideration is appreciated.

No pets – animals and pets are not allowed inside any premises under any circumstances. If pets have been found to be inside, carpets need to be steam cleaned as per health regulations. This will be an extra cost charged to hirer.

We cannot take responsibility for your personal property or if you damage your property while staying, please look after your belongings during your stay, locking the accommodation when you are not present etc. Property left at premises after you leave, must be collected within 14 days after which time it will be donated to the local opportunity shop.

Tenants are responsible for the safe keeping of accommodation KEYS. Duplicate keys are not always available, tenants already in occupation requiring a key from our office or our representative (lock smith) will be charged a service fee of \$150. Tenants are liable for damage caused when doors have been forced open owing to keys being lost. If the keys are lost, the tenant is responsible for the cost of the replacement of a new lock/keys if necessary

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Every reasonable endeavour will be made to offer alternative accommodation of the same standard in the same area, should this occur.

We are not responsible for failure/s of utilities, essential services and appliances, please report failures to us immediately and every attempt will be made to contact the appropriate people to organise

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repairs/connections. Immediate or same day repair may not be possible. POWER SURGES AND OUTAGES ARE COMMON IN ALL COASTAL AREAS DURING HOLIDAY PERIODS.

Should appliances, i.e., washing machine, refrigerator or small appliances break down, we will endeavour to organise repair of these or replacement of small appliances as soon as practicable.

We are not liable for loss of foodstuffs and or other items that may be damaged as a result of appliance, power or utilities failure. No refund or discounts will be made from tariffs for unusable appliances awaiting repair at the commencement of your stay.

Extra charges that may apply: we reserve the right to debit your credit card or send you an invoice for any amounts outstanding or any extra charge for cleaning including putting away of crockery, cutlery, pots, pans and glassware etc. extra charges for additional guests extra bedrooms used, lost keys, call outs, repairs or damage to property. Cleaning of BBQ if not left cleaned. Loss of keys and/or remote control. Breakages or damage. Missing linen, towels or items removed from property. Rejection of rubbish collection due to incorrect usage.

Clients are welcome to come down and inspect properties before booking a property if available. We take great care to make sure the landlord has the property ready for incoming tenants, but will not be held responsible if the property does not meet with your expectations. There are detailed photos of all properties on our website [www.gcbroadbeach.com.au](http://www.gcbroadbeach.com.au). Photos are taken by ourselves with our own digital camera, owners may also provide us with photos they have taken of the property. We have seen all properties on our website and believe photos provide a true and accurate record of the properties advertised.

## RENT REFUNDS

### Responsibilities

- Whilst we take great care in representing properties registered with our service as accurately as possible, because of the variation in business arrangements with individual properties, we cannot accept liability for any act, neglect or fault on the part of the property owner or for loss, damage, expense, accident or inconvenience whether to property or person as a consequence of services provided by property owners or operators.
- Guests are reminded that they are responsible for the security of their belongings.
- Please ensure your accommodation premise is secure when not occupied.
- Guests will be held responsible for breakages, damages and losses incurred during their stay.
- For your own protection and safety when using wood fires, please exercise special care and ensure that they are left in a safe condition when unattended or when leaving premises.
- Upon vacating premises, please make sure all cooking, air con, appliances burners and lights are turned OFF and doors and windows secured.

### Please Note:

Our property is smoke and animal free.

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Please call us at any time if you have any queries during your stay or require information about the many treasures located on the Bellarine. We are available 7 days per week, 6am to 10 pm.

## INDEMNITY:

As a guest of the property booked, you indemnify City Quay Holiday Apartment of any liability caused by you or your guests which may arise during the booking period. We are not liable for any damages to the property, or injury to persons visiting the property during the occupancy period.

## SCHOOLIES BOOKING POLICY

We reserve the right to reject bookings from School Leavers and/or University Leavers as we do not have policies, procedures or resources to meet the unique needs of those attending the annual "Schoolies" event. If on check in persons travelling are found to be participating in 'Schoolies' they will NOT be checked in and no refunds will be given.

## PRIVACY POLICY

GCBroadbeach City Quay Holiday Apartment respects the privacy of our Clients. It is the Policy of GCBroadbeach City Quay Holiday Apartment that all information collected by us about our Clients is private and will not be used for anything other than the provision of accommodation and services as requested directly by the Client and/or to satisfy obligations under law.

GCBroadbeach City Quay Holiday Apartment does not participate in unsolicited advertising mail outs and any personal information collected about Clients, their accommodation or purchases will not be sold or given to 3rd parties for the purpose of unsolicited advertising sales, contacts or market research.

GCBroadbeach City Quay Holiday Apartment may maintain a list of Clients who have opted in to receive information about special events, and/or accommodation offers.

Clients may inquire about their presence on that list and will be removed from that list immediately upon their confirmed request.

All issues relating to this Privacy Policy should be addressed to:

Aleksandar Miljkovic and Gordana Miljkovic - (Owners and managers)  
GCBroadbeach City Quay Apartment  
Mail to: 3/6 Miami Key, Broadbeach Waters, 4218, QLD  
0425 728 816 or 0402 925 728  
Email: [info@gcbroadbeach.com.au](mailto:info@gcbroadbeach.com.au)

Thank you for booking with us, we look forward to sharing the sensational Gold Coast with you during your stay.

Updated September 2011