



Booking Conditions

Check-In and Check-Out Times - Check-in time is from 2.00pm to 5.00pm on the date of your arrival. If arriving later than 5.00 pm (Monday to Friday) or 4pm (Sat-Sun and Public Holidays) please contact our office, one day prior to arrival, to arrange an out of office hours check-in if arriving after these times.

Late Checkouts – Available by request and subject to availability. A fee may apply.

Deposit & Cancellation Policy - Deposit: A 50% deposit must be received immediately to confirm any booking. Payment of this deposit will indicate acceptance of the following booking conditions. Final payment or balance of account is payable on arrival.

Cancellations - *Low/Holiday season*: Up to 14 days prior to check-in a \$100 cancellation fee will apply.. 14 days to 48 hours prior to arrival – 50% of deposit will be forfeited (Minimum \$100.00). Within 48 hours of arrival 100% will be forfeited. *High season*: Up to 30 days prior to arrival a \$100 cancellation fee will apply. 30 days to 48 hours prior to check-in will be subject to loss of 100% of deposit. No shows and cancellations after check in will be subject to a 100% cancellation fee.

Early Departure - No refunds will be given on early departure

Payment options - Payments accepted include credit cards (Visa, Mastercard, AMEX and Diners cards), AUD personal or bank cheques and telegraphic transfer (allow 7 days transaction time). Prices quoted are in AUD and all payments must be made in AUD.

Keys – Should keys be lost or not returned on departure a replacement charge of \$50.00 (including GST) will apply.

Cleaning - Units are not serviced daily, however, for stays of 8 nights or more a service will be provided mid stay. The resort is fully equipped with laundry facilities. Should you require a daily service or fresh linen, this can be provided at an additional cost. All rooms are non-smoking. Should you smoke in the room an additional cleaning charge of \$300 will be levied.

Rubbish – All garbage to be placed in plastic bags & deposit in garbage bins located at front of building on the right hand side as you walk out the front door. Red Bins are for normal rubbish & yellow bins for recyclables. Please do not throw anything (including cigarette butts) over balconies – this is very dangerous and can cause serious injury. No rubbish is to be left in the stairwells or car parks.

Noise - We have a strict NO PARTY Policy. For the comfort and enjoyment of all guests we would appreciate that noise levels are kept to a reasonable level at all times.

Pets - It is regretted that the “Health Authority Regulations” prohibit pets on the premises.

Breakages - The registered occupier of the unit is liable for any breakage or damage done during their stay. Please report all breakages or damage to Reception immediately.

Starter Packs- A starter pack is provided complimentary for your arrival and consists of the following: Tea, Coffee, Sugar, Milk, Toilet paper, Washing powder sachet & Dishwasher sachet. Additional supplies are available from reception for a small charge.

Special requests - Whilst we attempt to satisfy any special requests, we are unable to provide a guarantee.

Eviction - Management reserves the right to ask you to leave the premises without refund if you or your guests fail to follow the above conditions. Guests are expected to behave in a manner which is conducive to the safety, comfort and convenience of other guests within the property.