



Thank you for choosing to stay at one of the properties managed by Elite Accommodation. We would appreciate your time to read our terms and conditions.

### **AGE REQUIREMENTS**

To book any accommodation you **must be aged 26 and over**. Photo ID may be required at check in. If no ID is produced, Elite Accommodation reserves the right to cancel your booking and is under no obligation to refund the booking if this condition is not met.

- Check in time is **2.00pm** on the day of arrival. Check out time is by **10.00am** on the day of departure. **If not adhered to a penalty will be incurred.**
- Refer to the booking letter for instructions re. collection of keys
- Mid- cleans can be arranged for our guests at a cost. (From \$90-\$150)
- A Booking fee of \$30 is applied upon confirmation of your booking.

### **PAYMENT OF ACCOMMODATION/CANCELLATION**

- a) The deposit equivalent to 30% is payable within 3 days of the date of the reservation being made. If the deposit is not received within this time, the reservation will lapse.
- b) The balance of the payment for accommodation costs (Including Bond) must be paid one month prior to arrival.
- c) No booking is considered final until we have received the completed guest contact details together with your deposit.
- d) The deposit is non-refundable if the booking is cancelled one month prior to arrival. A cancellation 14-28 days prior to arrival incurs a 50% fee of the total tariff and if cancelled within 1-13 days to arrival there is no refund of the total cost.
- e) If the property for any unforeseen reason cannot be available after payment has been made, Elite Accommodation will offer alternative accommodation or provide a full refund if this does not meet the guest needs.

**Note:** We recommend all guests purchase travel insurance.

**Elite Accommodation is not responsible for any injuries, illness or accidents that may occur whilst staying at our properties.**

### **SECURITY BOND**

- a) Our security bond ranges from \$300- \$1,500. It is subject to the length of stay and the property that is being booked.
- b) The bond is pre-authorized by credit card only and covers incidentals such as breakages, losses and damage including excessive cleaning and/or rubbish removal. Our preferred method of payment for bond is by credit card.
- c) If no losses or damage occur the security bond will be released in full 5-7 days after your departure. For any losses or damages (including additional cleaning required after guest departure), Elite Accommodation reserves the right to deduct these costs from the bond. If any damage is exceeding the bond, additional cost must be met by the guest.

### **METHOD OF PAYMENT**

Payment may be by Master Card, American Express, Diners, Eftpos or Visa credit cards. Please note a 2.0% payment processing fee applies to Visa and Master card payment. AE and Diners attract a 3.0% fee. Payment is also accepted by telegraphic transfer or e-banking.

**ABN 37 348 693 856**

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**DURING YOUR STAY IT IS ACKNOWLEDGED THAT**

- a) The said property is for private holiday use and not for commercial purposes or the like.
- b) Private parties/functions etc are strictly prohibited.  
Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.
- c) The said property is not to be used for any illegal purposes.
- d) Only people listed on the Registration Form are to reside in the property.
- e) The property is non-smoking, thus no smoking is permitted indoor
- f) No pets are allowed on or about the property at any time.
- g) Access to the property may be required for maintenance/repairs.
- h) The property must be left in a neat and tidy state before you vacate and all rubbish removed in order to avoid additional charges.

**PROBLEMS OR COMPLAINTS**

- a) In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.
- b) Failure to follow this procedure may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.