

# Canal Rocks Beachfront Apartments

## Terms and Conditions

Thank you for choosing to book your holiday accommodation with Canal Rocks Beachfront Apartments.

We hope you have an enjoyable holiday. To protect all parties involved in the letting of your fully self contained apartment we ask that you carefully read the following terms and conditions.

Canal Rocks Beachfront Apartments are rented for accommodation purposes only- **Functions, parties and gatherings are not permitted** and if evidenced will be closed down immediately and guests asked to vacate with no refund given. There must be at least one adult registered with all booked accommodation.

**Check in**-is from **2pm** on your day of arrival with a vacate time of **10am** on the date of your departure. **Any late departures will incur a fee.** One set of keys per tenancy are provided.

**Check-ins**-Reception is open from 8.30am to 5pm daily. Any late arrivals are to be arranged with the management prior to arrival.

**Guest Registration**-is required to be completed on check-in for all bookings. If you arrive after hours please got to reception in the morning to complete the registration.

**Payments**-A 50% deposit is required to secure a booking. The balance is due prior to or on arrival. A 1.5% service fee applies to all credit card payments.

**Cancellations**- In the event you may have to cancel the following applies. **More than 31 days** prior to booking date full refund less **\$35** admin fee. **Less than 0 - 30 days** no refund given. **No refund will be made for any Unused Portion of a holiday booking.**

**Bonds** – the guest's credit card details will be taken as a security bond for any extra charges that may be incurred during your stay. The card details will be destroyed should no extra expenditure occur.

**Each holiday property is equipped for a specific number of guests. It is against Health Department regulations for more persons to occupy a property than there are beds to accommodate them. If a property is reported to be overloaded, the guests will be asked to vacate with no refund made.**

No mattresses, tents or caravans are allowed.

If required we can arrange cots & highchairs for young children at an additional charge. Children are the sole responsibility of parents/guardians. No responsibility will be taken by the property for any child who may be inflicted in any way whilst not being supervised by a parent/guardian.

All occupants of a property booking are jointly responsible for payment of all breakages and cost of repairing all damage caused to the property.

You are responsible for the conduct of all visitors in the house – please ensure your visitors abide by the house rules.

There is a certain time allowed for cleaning the properties so if the property is not left clean and tidy an extra charge will be applied to your credit card for any extra time spent cleaning.

**Noise**-the accommodation and facilities are for all our guests and for the comfort of all, Noise Levels must be kept to a reasonable level at all times of day and night. Please be aware that sound carries. After **10pm** all noise must be kept to a minimum so after this time please move inside and close all doors. (This also applies to use of washing machines) If Management should be called to your apartment more than once due to noise complaints then you may be charged a callout fee. Management reserve the Right to Enter and inspect the property at any time and for whatever reason. Should we receive multiple complaints regarding noise levels or disruptive behaviour, **management have the right to evict guests and no refund will be given.**

Bicycles, skate boards, scooters and roller skates/blades are not permitted to be used on the property.

**Pets** - sorry we do not allow pets of any kind at Canal Rocks Beachfront Apartments

**Internet**- Free WIFI is available to all guests. Please see reception for WIFI codes.

**Smoking**- Absolutely "No Smoking" in apartments, outside areas and within 5m of buildings at Canal Rocks Beachfront Apartments. If guests do smoke in or near a property they will be asked to leave immediately and no refund will be given. There will also be up to \$500 cleaning fee applied to your credit card as couches and furnishings will require dry cleaning.

**Servicing**-As our properties are fully self-contained, they will not be serviced daily. If you are staying 7 or more nights unless your stay is longer than 6 days, this is to be arranged with reception upon check in. For shorter stays this can be arranged at an additional cost. Extra Linen will be provided on request at guests cost.

Each property is equipped with full laundry facilities. We ask that you leave your property in a clean and tidy condition upon departure. If this does not occur you may be charged an additional cleaning fee.

**Consumables**-A starter pack is provided for your stay consisting of washing up products/dishwashing/toilet paper & bathroom amenities.

Also Tea/coffee/sugar & milk, please note this is only a starter pack & additional items can be purchased from the office.

**Insurance**-We recommend that guests take out comprehensive holiday cancellation and protection insurance to cater for any unforeseen circumstances that may cause guests to cancel their booking or for loss of personal items from properties. All guests are responsible for keeping the property secure during their stay and will be responsible for any theft or damage due to neglect in this area. No responsibility is taken for guests personal property left on or near the premises. No Liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond managements or the owner's control.

**Damage**- all Guests are responsible for any loss or damage to the property or common property during their stay, including any additional cleaning, removal of excess garbage, repairs or replacement of items in the property.

**Loss of keys**- in the event of lost or non-return of keys the guest will be charged for the replacement and/or change of locks.

**Left items**- items found will be held for claiming for up to a month and if not claimed after that time they will be donated to charity.

At times situations arise of which we have no control; Canal Rocks Beachfront Apartments Management reserves the right to move guests to alternate accommodation, subject to availability, at their discretion or the direct instruction of the property owner. If this is the case, we will notify you as soon as possible.

Rental Rates may be subject to increase without notice. Should this occur you will be notified and given the opportunity to pay the difference in tariff or receive a full refund of your deposit. We will also offer you alternate accommodation if possible. When a booking is made, the deposit is accepted for the owner at that time. If the property is For Sale and ownership changes before your holiday we cannot guarantee that the property will remain available. We cannot accept responsibility for decisions made by a new owner. If the property is sold you will be notified. If alternate accommodation is not available you will receive a full refund. If your property is listed for sale while you are in residence, the occupier agrees to allow the owner or agent to conduct inspections with prospective purchasers at mutually convenient times by appointment.

All properties under Canal Rocks Beachfront Apartments are Privately Owned and are rented on a fully self contained basis. In the event of Faults and or Malfunctions of appliances or inclusions there is no obligation from the owner or Canal Rocks Beachfront Apartments to compensate or discount.

**RIGHT TO REFUSE OR REVOKE BOOKINGS**- Canal Rocks Beachfront Apartments Management and the property owner reserve the right to revoke or refuse to honour any accommodation booking which may in the opinion of either the managers or owner, (and at their sole discretion) be unsuitable for the property concerned. The same right to revoke or refuse a booking applies should guest's details prove to be inaccurate. In such instances a full refund will be given.

**School Leavers**- Sorry we do not allow any Leavers, with or without parents. If any Leavers related accommodation is booked, the full payment will be forfeited at time of check in and you will be asked to leave the resort.