

## **TERMS & CONDITIONS PAGE : HARBOURSIDE APARTMENTS**

Please read these bookings term and conditions carefully as they incorporate the basis upon which bookings are accepted by Harbourside Apartments

We welcome individual requests however specific apartments cannot be guaranteed.

### **PRICES AND GST:**

Prices are quoted in Australian dollars and are on a per apartment per night basis. The rates are subject to change without notice until booking is paid in full. There is no GST included in the tariff as the apartments are deemed residential in nature.

### **HOW TO BOOK:**

Reservations can be made on-line at [www.harbourside.com.au](http://www.harbourside.com.au) or by calling central reservations on (+612) 49 555 888. All discounted rate bookings must be fully paid for by credit card at time of booking. Photo ID will be required upon arrival, to prevent credit card fraud.

### **ARRIVAL / DEPARTURE:**

Check-in time: after 14:00 (2pm)

Check-out time: prior to 10:00 (10am)

Late check-out after 10:00am is available at \$10.00 per hour up until 13.00 hours, after this an extra night's rate will be charged, subject to availability.

### **MINIMUM LENGTHS OF STAY:**

Minimum lengths of stay apply during special event periods, as determined by Harbourside Apartments.

### **NON-SMOKING POLICY:**

All Harbourside Apartments are NON SMOKING. Apartments have outdoor balcony areas provided for smoking.

Guests that smoke in any of our properties were automatically incur a \$150.00 additional cleaning fee.

### **MAXIMUM ROOMING CONFIGURATIONS:**

Harbourside Apartments maximum rooming configurations for all apartments are as follows:

- 1 Bedroom Apartments = 4 persons
- 2 Bedroom Apartments = 6 persons
- 3 Bedroom & Penthouse Apartments = 8 persons

1, 2 and 3 bedroom apartments are equipped with king beds. Selected apartments have the option to convert this king bed into two single beds - if the single bed configuration is required please advise your bedding configuration at time of booking..

#### **IDENTIFICATION:**

Adequate identification is required at time of check-in at any Harbourside Apartments properties to verify your identity. A current driver's licence, passport or other form of photo identification (ID) will be asked for prior to check-in. We require all credit card usage to be accompanied by an official Government issued ID which includes a photo and is valid at the time of your arrival. This ID may be copied and stored as record that we have verified who you are and your authority to use your credit card, as a combat to increasing credit card crime. We believe that this policy best protects our guests and benefits all credit card holders, far beyond a simple signature comparison.

As per our privacy policy, any personal information contained on the collected identification will not be on-sold, will be securely stored and carefully disposed of at the end of its usefulness.

If you do not agree with this policy, then you must arrange an alternative payment process, ensuring that any EFT money transfer is completed seven (7) working days prior to your arrival and that you have adequate cash on arrival to cover the security bond and accommodation tariff for the period of stay. We do not accept personal or company cheques, money orders or foreign currency on arrival.

#### **SECURITY BOND / CREDIT CARD AUTHORISATION:**

A credit card authorisation (pre-authorisation) will be asked for at time of check in and will be used to cover incidental items such as but not limited to:

- Telephone charges.
- Any breakages or damage incurred during your stay.
- Any excessive cleaning charges, above the normal level of cleaning, due to the apartment being left in an unacceptable state.
- Additional servicing charges.

We pre-authorise all credit cards upon arrival. Please note this process validates the presented credit card, and protects both the cardholder and merchant from increasing fraud incidents.

We may pre-authorise a credit card for any charges we determine that the guest may be likely to consume during their stay. This may also include an amount to cover a security bond or deposit for damages. The pre-authorized amount is set aside by the credit card company for a period of up to 10-days. The pre-authorisation will affect your available funds and or spending limit. For more information on this practice we suggest the cardholder contact their card issuer.

Once a pre-authorisation has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. This is a restriction placed on us by the bank, and cannot be negotiated.

#### **CASH BOND POLICY:**

Without the above mentioned credit card pre-authorisation bond, we can accept a cash security bond at time of check-in. This is at our Property Managers or Reception staff's discretion. We reserve the right to reject bookings, evict and or remove guests who cannot provide enough bonds to cover potential damage or charges. Guests who damage property will be blacklisted from all Harbourside Apartments Properties and any affiliated properties and we may choose to involve or notify the police.

All cash paying or cash bond guests must agree to allowing Harbourside Apartments to make a photocopy of at least one form of government issued photo identification at time of registration or check-in.

The minimum cash required is as follows:

- 1-Bedroom Apartments = AUD\$200
- 2-Bedroom Apartments = AUD\$500
- 3-Bedroom Apartments = AUD\$1000

Cash bonds will NOT be refunded until a complete inspection of the vacant apartment by our staff has been conducted. The registered guest name must exactly match the name provided on the photo identification. This person is responsible for the apartment and its contents for the period of registration. The registered guest will be liable for damages caused by third parties, including but not limited to visiting friends, regardless of whether the registered guest is present or not at the time the damage occurs.

#### **SERVICES PROVIDED:**

All bed linen, bathroom towelling and kitchen tea towels are provided. A complimentary selection of guest bathroom amenities is also supplied along with kitchen detergent, dishwasher liquid.

All Harbourside Apartment locations offer weekly housekeeping service. Bed linen is changed during the full service.

Some discounted rates, including but not limited to our long-stay, international wholesale and student groups may not offer a weekly service. The exact service schedule can be confirmed with reservations during your booking at or with reception upon arrival.

Should during your stay, you require an additional full service outside the normal cycle this can be arranged at an extra fee. Reception is able to supply additional toiletries upon request.

**CANCELLATIONS:**

Once a booking is made, it cannot be cancelled. Any deposit or payment will be forfeited in the event you cancel. Discounted rates are only offered with these strict cancellation policies. If you are unsure that your accommodation requirements are definite, we suggest you reserve an apartment with a fully-flexible tariff.

**DESCRIPTIONS, PHOTOGRAPHS AND MAPS:**

Descriptions are based on information available at the time of publishing and may vary or change at anytime. Maps and photographs are shown for general information only and highlight places in surrounding areas. Property photographs are representative only, actual apartments occupied may vary in decor and inclusions from those shown.

**TRAVEL INSURANCE**

We recommend that our guests obtain an appropriate level of travel insurance as suggested above. Travel Insurance can be purchased from any travel agent.

**UNACCOMPANIED MINOR OR MINORS:**

A child or children who is or are travelling or staying without the accompaniment of an adult over the age of 18 years is considered by most airlines or hotels as an unaccompanied minor or minors. Unaccompanied minor reservations are not accepted by Harbourside Apartments.

**LIMIT OF LIABILITY:**

We do our best to ensure your booking arrangements are satisfactory, however Harbourside Apartments does not accept any liability whatsoever for any injury damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond its control including, but not limited to, war, civil disturbance, terrorism, fire, floods, acts of God, acts of Government or of any other authorities, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

**SPECIAL CONDITIONS:**

If in the event that Harbourside Apartments cannot provide the apartment accommodation as requested, we will find alternative accommodation in another apartment at the same property or another affiliated location. In extreme cases we will relocate guests to a nearby hotel of similar or better standard or offer a full refund.

In the event that a guest fails to pay immediately upon demand, any amount owing to Harbourside Apartments, pursuant to the booking and accommodation including without limitation those incidentals such as telephone, cleaning, etc. set out above Harbourside Apartments reserves the right to deny access to the guest and ask that they vacate the premises.

If in the event that a guest has caused damage to the property or effected other guests or occupants of the property, Harbourside Apartments reserves the right to ask that guest to leave and forfeit any monies paid, and will require the guest to pay for any damage caused.

If a guest or occupant behaves in an unacceptable or aggressive manner to other guests or occupants or Harbourside Apartments staff, or are suspected of carrying out illegal acts on the premises, that guest or occupant will be asked to leave and the appropriate authorities will be notified. All monies paid will be forfeited.

All Harbourside Apartments are secure environments and we do everything possible to ensure security levels are maintained, and we ask that our guests do also too. However, Harbourside Apartments takes no responsibility for any personal possessions that are lost, stolen or misplaced whilst on the premises. In that regard, we recommend that our guests obtain an appropriate level of travel insurance.

#### **LOWEST INTERNET RATE GUARANTEE:**

Every reservation booked on our [www.harboursideapartments.com.au](http://www.harboursideapartments.com.au) web site is guaranteed to have the same lowest online rate publicly available on the internet, at the time of booking or we will match the advertised lower rate less an additional \$5.00 upon its verification by one of our reservation team.

For the purpose of the Lowest Internet Rate Guarantee, a competing web site is defined as a web site that is not owned by Harbourside Apartments. Only websites offering instant bookings, confirmed and fully prepaid apply. The identical product and location must be publicly available, viewable and immediately bookable on the third-party web site at the time of our verification. Lowest rates found must be for the same serviced apartments and same type of accommodations, and for the same dates.

The Lowest Rate Guarantee does not apply to unpublished rates. Unpublished rates include privately negotiated rates, rates involving a prepaid voucher program, and rates not available to the general public. Rates not available to the general public include corporate discount rates, group rates, long-stay rates, meeting rates, any rates requiring membership in a club, or other organization where the rates are targeted specifically toward a specific group of individuals and not intended for the general public.

The guarantee does not apply if the lower rate is achieved via a currency conversion and when comparing rates both rates must either have tax (GST) included for fair comparison.

Should the cheaper rate be the result of a third party reseller selling Harbourside Apartments at a loss, we are unable to extend the guarantee benefits.

This is our lowest online rate, requiring full pre-payment at time of booking and strict no cancellation and or amendment policy.

Any advice or suggestion made by an employee of Harbourside Apartments does not take into account your personal needs or requirements, you should consider whether our suggestion or product is appropriate for you.

