



Terms & Conditions of Stay Beachside Properties

Your occupation of the property

Your occupation of the property is not to be taken as possession thereof, but only by way of a licence to occupy the property for the days specified upon confirmation by us of your booking and payment of the deposit.

Payment by you, which can only be made by **VISA or MasterCard**, will be deemed to be an acceptance of these Terms and Conditions.

A week, in these terms and conditions, **means seven (7) consecutive nights** in the one property and will be charged as such.

You must not allow additional guests to occupy the property in excess of the number of guests specified in your booking details and agreed to by us. Should the number of persons occupying the property exceed those agreed upon, the owner will charge an additional amount in accordance with and according to the usual rates and or terminate your licence without notice.

As the property is part of a residential complex, you and your guests are required to enter and leave the property without disturbing the neighbours. **Noise emanating from the property must be inaudible to adjoining properties between 10 pm and 8 am Sunday to Thursday, and between 11pm and 9 am, Friday and Saturday.**

While cleaning services on your departure are included in your rates, guests are expected to leave the properties in a neat and tidy state without the need for extensive cleaning. For stays of longer than a week, interim cleaning services may be provided at an extra charge and details will be provided in your pre arrival information. You are responsible for all cleaning charges in the event that the property is left in a state that requires more than reasonable cleaning. This will be charged to the credit card provided for payment or left for security.

You are expected to leave the property in the state in which you found it on arrival and any breakages or losses must be reported immediately to us. While we do not usually require reimbursement for minor accidental damage or normal wear and tear, the total cost of making good any other damage or loss to the property, garden or contents will be charged to the credit card provided for payment or left for security.

The owners of the property are not liable to you for loss of any personal belongings while you occupy the property.

You will be bound by any additional rules which may be applicable to and displayed at the property.

Your occupation of the property may be terminated by us without notice in the event that you breach any material term or condition or in the event that any amount due is not paid.

Welcome to

Stay Beachside Properties

Much more than a home away from home

t: +61 3 9589 0198
m: +61 (0)417 162 898
e: info@staybeachsideproperties.com.au

We provide short & long term serviced accommodation for work or leisure.

Bookings & payment

All prices are quoted and payment must be made in **Australian dollars** by **VISA or MasterCard**.

If you book more than 6 weeks prior to your arrival, we require payment of 50% of the total licence fee and this can only be done via a credit card.

We will charge the balance of payment to the same credit card that was used to pay the deposit (unless arrangements are made with us with respect to alternative card) 3 weeks prior to your arrival.

If you book less than 3 weeks prior to your arrival, the whole of the licence fee must be paid by credit card at the time of your booking. No refunds will be given once full payment is made and any cancellation by you of your booking more than 3 weeks and less than 6 weeks prior to your scheduled arrival will result in your forfeiting your deposit unless we are able to, after making all reasonable efforts to do so, obtain another of equal value.

A minimum cancellation fee of \$100.00 will apply to all cancellations.

Checking in & out

Our usual practice is that **Check In is after 2pm** with **Check Out no later than 10am**.

We endeavour to provide early Check In and late Check Out wherever possible. You will appreciate that it is dependent on other bookings at the time and may only be confirmed at the last minute.

Complaints

We ask that you contact us immediately should you have any complaints or concerns so that matters can be resolved quickly and hopefully to your satisfaction before you leave the property. Please do not wait until you return home before complaining.

General

The owner of the property will not be liable to you for compensation or otherwise for the failure of any service or power utility connected to the property and to the fullest extent permitted by law, the owner disclaims all warranties in relation to the provision of services and the use of the property. Otherwise our liability is limited, at our option, to the refund of the licence fee or any part thereof or the provision of an alternative property to the value of the original licence fee and the owner shall not be liable for any indirect, incidental, special and/or consequential damage or loss of profits which result from use of the property and services provided to you. The agreement between us is governed by the laws of the State of Victoria and the courts of that State have exclusive jurisdiction.