

## **BOOKING CONDITIONS: AIRLIE BEACH HOUSE**

1. "Management" includes the owners and managers of Airlie Beach House. "Premises" includes Airlie Beach House and all the property at 13 Ocean View Avenue, Airlie Beach. The Boatshed (incorporating the caretakers unit) is not included in the property rented.
2. Upon booking, a preliminary deposit of \$750.00 (minimum) is payable and this must be received within seven (7) days after the booking is taken by Management. Bookings are not confirmed unless and until this deposit is received. Payment of deposit will indicate acceptance of these Booking Conditions. Full payment for your accommodation must be received by Management no later than 30 days prior to arrival. If the booking is made less than 30 days prior to arrival, full payment of the accommodation cost is required at the time your booking is confirmed. Please ensure payments are made within the specified time limits or the booking will automatically be cancelled without notice or liability to you.
3. The person making the booking must, upon request, advise Management of the names, addresses and other details requested of all persons who will occupy the premises (guests), Bookings are not transferable.
4. Check-in/check-out and key collection/return shall be co-ordinated with Management upon final payment having been received, unless special arrangements have been made prior to arrival. Guests must notify Management of expected arrival time and a mobile contact number at least 7 days before arrival.
5. Check in time is 2pm on the arrival date and check out time is 10am on departure date. Late departure is subject to prior arrangement and availability and extra charges will apply.
6. Guests are responsible for damage to the premises and loss of or damage to any items in the premises and will pay to Management the replacement or repair cost (at Management's discretion) of any such item damaged or lost. Credit card imprints must be provided to Management upon confirmation of booking.
7. Guests must be those persons recorded by Management in the booking register. At no time during the occupancy will any other persona be permitted to reside overnight at the premises, without prior consent of Management and extra charges may be made in accordance with the tariff schedule.
8. Any functions at the premises (ie activities where persons other than guests will attend) require prior approval at the time of booking and special conditions will apply including extra charges, guests remain responsible for persons attending, no disturbance of neighbours, no undue noise, silence when entering and leaving the premises, all noise to cease by 11.00pm, no behaviour likely to cause damage to property or offence or embarrassment to others.
9. Guests are not allowed to bring any animals or pets on to the premises under any circumstances.
10. The description of the premises given by Management is given in good faith and no responsibility for misinterpretation will be accepted.
11. The premises are fully furnished with kitchen facilities and include linen, pillows, blankets and towels. Further linen may be hired through Management. Beach towels are not included. Cleaning and linen change usually occurs weekly or more often upon request and at additional cost.
12. House Rules and all laws and regulations must be complied with. Guests must also comply with all instructions from Management and the caretakers of the premises concerning occupancy, property, health, safety and quiet enjoyment of neighbours.
13. Management accepts no responsibility for personal property left on the premises.
14. If the premises become unavailable for occupancy through unforeseen circumstances (eg. fire, storm, damage, change of ownership, etc) then management will inform you immediately and endeavour to obtain suitable alternative premises for your occupancy; failing which all moneys paid will be refunded in full satisfaction of all claims.
15. Bookings are generally for a minimum of 4 nights. Tariffs are subject to change without notice. In the event of a tariff increase, bookings confirmed by deposit will be honoured at the tariff prevailing upon booking.
16. Please check your receipt and contact Management immediately should there be any discrepancy. If payment is made by cheque, receipt is issued subject to such cheque being cleared. There will be a fee for dishonored or re-presented cheques.
17. Cancellation of Booking. If the booking is cancelled within less than 3 months prior to commencement date, no refund of the deposit shall be made unless and until the premises are re-booked for the total period of the proposed occupancy and any discount necessary to secure a re-booking will be deducted from the refund. Whenever a booking is cancelled a service fee of 12% on the total cost of the accommodation will be charged. Cancellations must be notified to Management in writing.
18. Partial Cancellation of Booking. If guests substantially change the booking by either reducing the number of guests or shortening the length of stay within less than 3 months prior to commencement date, a service fee will be charged equal to 25% of any reduction in the total cost of accommodation.
19. Any breach of the Booking Conditions permits Management to cancel the booking, refuse the key, amend rent of premises or immediately terminate the occupancy at the guests expense. No refund will be payable.
20. The shade sail also requires regular servicing and maintenance. Management may also need to pull down the shade sail during inclement weather. Management requires access to the Premises so this can be carried out. Despite regular servicing and maintenance there may be times when the shade sail is not available including during inclement weather or on weekends and public holidays and other times when servicing, maintenance or parts are not available and during those times Guests must accept and use the Premises without the shade sail.
21. In the case of any problem or complaint, it is imperative that guests inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. Any complaint which cannot be resolved locally must be notified in writing to Management prior to departure from the premises. If guests fail to follow this procedure this may hinder the ability of Management to rectify the complaint and reduce or extinguish any claim guests may have.
22. These Booking Conditions bind the person making the booking and all persons occupying or visiting the premises and they shall be jointly and severally responsible as guests under these Booking Conditions and they shall indemnify Management against all losses and expenses arising from any breach.