



## Booking Terms & Conditions

***The payment of your balance confirms that you have read & understood all of the booking conditions set out below.***

### Accommodation & Availability

Accommodation arrangements are based on using existing bedding. This may mean sharing a double bed. If you are under 18 you must have consulted your parent and gain their consent to continue with your booking. The person making the booking must stay in the property and will be held liable and responsible for the conduct of all guests. The premises are let to you for holiday purposes only for the period stated on the booking invoice and for the maximum persons per bed of premises booked. Exceeding maximum numbers will render the tenant liable to cancellation of the booking immediately and forfeiture of rental monies. We will make the property available for your use and in a clean and tidy condition at the start time and date shown in the booking confirmation letter. We reserve the right to substitute a similar property in the unlikely event that the property be unavailable for any reason. However, we may at any time cancel your booking if in our sole discretion there are reasons which require us to do so. *You must not bring pets onto the property. Failure to comply will incur a minimum charge of \$100.*

### Payment

Full payment of accommodation is required when making your reservation. Any cancellations or changes are set out below. When you make payment we will send you a confirmation notice to confirm all the details. If prior agreements have been made with management a deposit may be left in lieu of full payment. A \$36 booking surcharge is applied to all reservations. All prices quoted include GST. If the number of people booked to share the property changes, we must be notified immediately of the revised number of people booked so a new rate can be confirmed if applicable.

### Deposit

A deposit of 20% of your total booking amount must be paid to confirm your booking if alternative arrangements have been made with management. When you pay the deposit, we will send you a confirmation notice to confirm all the details. Final payment for your accommodation must be paid 3 days prior to arrival. There are a few exceptions. All prices quoted include GST. If the number of people booked to share the property changes, we must be notified immediately of the revised number of people booked so a new rate can be confirmed if applicable.

### Changes & Cancellations

- Where a cancellation is made within 30 days or 60 days prior to check-in - 80% of total amount is refundable.
- The full amount of payment will be refunded only if notice of cancellation is received at least 60 days prior to the intended date of arrival.
- For bookings that fall into the Easter period or the VIC Christmas school holidays 60 days notice of cancellation is required.
- No refund will be made for any early departure. We understand that it is sometimes necessary to change a booking. Should you wish to do so we will try to fit in with your needs, but if we cannot and you cannot continue with this booking then you understand that the cancellation conditions will apply.

### Pricing Policy

All prices are correct at time of publishing and are subject to change. Payment by MasterCard, Visa, Direct Deposit and Cash is welcome. We accept cheques provided we have 14 days to clear them. You must provide Penthouse Luxury on the Waterfront at Lakes Entrance & Corporate Stays Lakes Entrance with current credit card details before the start of your rental. You give us authority to deduct from your credit card for losses or damage, and for any other costs that you have incurred with us. Please note that we reserve the right to increase the security bond for any groups which, we believe, fall into a higher risk category.

### Excessive Noise & Functions

Excessive noise and functions are not permitted as they can cause disruption to neighbors. A security company may be called to investigate complaints of excessive noise or anti-social behavior incurring a \$100 charge for call out. After one warning guests may be evicted. If Security is called out to the property because of a complaint, you will have to pay a \$100 call out fee and you may be evicted for breaching any of these Terms & Conditions.

**Vacation Conditions**

You must vacate the property by 10am on the day of departure and return the keys to us at the place stipulated on check in. You agree that if you fail to do so you may bring upon yourself extra costs. If you vacate later than this finish time you will pay us a late return fee of a minimum of an extra day's rate, together with any costs or loss of profits and damages that we may incur as a result of the delay. You agree to leave the property in a clean condition. If you fail to do this, we may inflict an extra cleaning charge. You may not remove anything from the property that was there on your arrival. We have an inventory of all contents of the property. We will inspect the property after your rental finishes. You agree that you will pay for any damage to the property beyond standard wear and tear, or any losses, or excess cleaning required as a result of your use. You will also pay our costs in arranging for these. No responsibility is taken by the agent or the landlord for the tenant's personal property. All personal items left behind will be held at our office for a period of 30 days. Please make arrangements for any items left behind to be picked up within the 30 days; otherwise they will be given to charity.

**General rules applicable to accommodation**

- All rubbish shall be wrapped, tied and placed where indicated. Bottles/boxes/glass etc placed in recycling bins where provided. All Rubbish must be removed from the property daily.
- No excess noise from Radios, TVs, doors slamming, voices etc to be made at any time within the property or grounds. After 10.00pm no noise to be audible outside the property & if necessary, doors & windows should be closed to ensure this.
- There are to be no visiting guests overnight. Only registered guests are permitted to stay at the property overnight. Breaching this condition will result in immediate eviction and no remittance of monies paid.
- All Guests are required to keep, retain and leave the property in good order.
- Any damage or breakages are to be reported to management immediately.
- Inspections of properties may be made with reasonable prior notification to the tenants.

**For SECURITY reasons, Please DO NOT allow access to the property to ANY persons other than Security, Police or those that you CANNOT PERSONALLY identify.**

**The owner accepts no responsibility for personal property loss.**