

Byron Beach Abodes Booking Terms and Conditions

Please read these terms and conditions carefully. When you make a booking, you accept on behalf of your party the terms of these booking conditions. It is your responsibility to ensure that all of the details on your confirmation documents are correct and to bring to our attention any errors or discrepancies within 48 hours of your booking.

BOOKINGS AND QUOTES

Bookings can be made over the internet at www.byronbeachabodes.com.au or by calling on +61 4 1949 0010. Reservations are subject to availability and actual pricing at the time of booking. Verbal quotes are valid for 24 hours only. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of booking. You agree to pay the rate for each night of your stay and any additional charges up until the time you have departed the accommodation. The accommodation may be occupied by you only for the period stated on the booking confirmation.

PAYMENT POLICY

Full payment is required at time of booking. If payment is not received by the due date, Byron Beach Abodes reserves the right to cancel the booking.

SECURITY DEPOSIT

A security bond of \$1,000-\$1,500 is required at time of check-in. Your credit card will be debited in the event of: damage to the property, equipment, breakages or if extra cleaning is required. Where a credit card is not available a minimum \$1,000 cash deposit will be required on check-in. (The actual amount required may be higher at some Participating Properties).

PAYMENT OPTIONS

Payments are accepted by credit cards, Visa, MasterCard or AMEX. Credit card payments incur a 1% surcharge and a AMEX 1.9% surcharge. All payments are only accepted in AUS dollars. Payments can be accepted via direct deposit.

RATES & CHARGES

Rates quoted are in Australian dollars and are subject to change at any time. Rates are inclusive of GST where applicable. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking. Minimum length of stay restrictions applies to certain rates during special event periods. The price of your accommodation cannot be guaranteed until the deposit is received or if booking online full payment is required at time of booking.

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CANCELLATION TERMS & CHARGES

If you cancel with 3 or more months notice prior to your arrival date a 20% cancellation fee will be incurred. If you cancel between 3-1 month prior to your arrival date a 35% cancellation fee of the booking total will be incurred. If you cancel within 30 days of your arrival date a 50% cancellation fee of the booking total will be incurred.

If you cancel less than 14 days prior to your arrival date 100% of the booking total will be retained. No cancellations are accepted on the day of arrival or after check in. You will be charged the total of the reserved stay under all circumstances. Written notification must be provided for all cancellations.

CHILDRENS PRICES

Children's prices for accommodation are included in the standard tariff rates and refer to children using existing bedding. Additional charges will apply if roll away bed is required. Please note that not all property types will allow an additional bed and The Chapel and the Chalet were not designed with children in mind. No refund will be given if the accommodation is deemed unsuitable after check in.

NUMBER OF GUESTS

At no time during your occupancy is the number of guests staying to exceed the number booked, unless prior approval is sought and given by management. The use of extra beds other than the number booked will attract an additional tariff. Any persons exceeding the maximum occupancy of the property will be considered trespassers and will be evicted.

The maximum number of guests permitted in each property type is as follows:

The Chapel – 2 guests (adults only), The Cottage – 6 guests, The Chalet – 6 guests, Magnolia House – 8 guests.

CHECK IN & CHECK OUT

Standard check in time is 2.00 pm on the day of arrival and accommodation is to be vacated by 10.00 am on the day of departure. An additional fee will be charged if you do not check out by 10.00 am. Early arrivals and late check outs are at the discretion of Management and must be requested at the time of booking and can only be confirmed 1 day prior to arrival or departure. Whilst every effort will be made to accommodate early arrivals and late departures, the only way to absolutely ensure early check-in or late check-out is to book an extra night or half day where availability permits. Half day rates are charged at 50% of the nightly tariff and will extend the check out time until 3:00 pm and allow an early check in from 10:00 am.

CLEANING

Extra cleaning and linen change can be arranged during your stay for an additional charge, at a cost to you. Please contact management for further details. On departure, your accommodation is to be left in a clean and tidy state. Extra cleaning charges will apply if this condition is breached and will be deducted from your deposit or credit card.

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SMOKING

Smoking inside any accommodation is strictly prohibited. If there is any evidence of smoking inside the accommodation you will be charged an additional \$1000 for a specialised clean to eliminate odours. Please ensure doors and windows are closed if smoking on balconies or in courtyards.

PETS

No pets are permitted. Additional cleaning charges will apply if this condition is breached and deducted from your credit card or debit card.

PERSONAL BELONGINGS

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupant's personal property left on the premises and agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred.

BEHAVIOUR

Parties or gatherings are strictly prohibited, unless prior arrangements have been made with Management. Disturbance to other accommodation guests and neighbours including excessive noise and music is prohibited and may result in eviction without refund. If a noise complaint is received a first warning will be given, if a second complaint is received this will result in immediate eviction with no refund.

BREAKAGES AND DAMAGES

Upon check out accommodation should be left clean and tidy. Damages or breakages of furniture or furnishings must be reported to Management immediately. Breakages or damages to the property and all communal or external areas that are caused by any guest and/or a guest's visitor will be charged and recouped in full of the guest's credit card or deducted from the guest's refundable deposit. Excess cleaning required on departure or replacement of items removed from the accommodation will be charged to the guest's credit card. Furniture, fixtures and fittings are not to be altered or moved between rooms or properties. There will be a charge incurred if furniture is not returned to its original location.

POOL & SPA RULES (Please note that not all property types have pool or spa)

All guests using the pool & spa do so at their own risk. You acknowledge that we are not responsible for accidents or injuries. No diving, running or pushing in pool area is allowed. No glassware allowed in the pool area. Children must be supervised at all times.

LOCKOUTS & LOSS OF KEYS

Lockouts will incur a standard or after hours call out fee of \$40.00 & loss of keys will incur a \$350.00 replacement charge.

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COMMERCIAL USE

The properties are not to be used for commercial use.

LIABILITIES

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses and disruptions due to electrical storms or other acts of God caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

NO TENANCY

You agree that regardless of your length of stay in there is no tenancy or other rights created under any Landlord and Tenant laws and there are no such laws that apply to your stay.

CHANGES BEYOND OUR CONTROL

Compensation will not apply if a significant change is made for reasons beyond our control. These include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, act of government or public authorities or other circumstances amounting to force majeure and/or Acts of God.

BREACH OF TERMS AND CONDITIONS

You agree that, should you or your guests breach any of the terms and conditions: You will pay to us the total loss or damage that we suffer as a result of that breach and hereby authorise us to debit your credit card or apply your refundable deposit in payment of that loss or damage and we may evict you and your guests without notice.

PAYMENT OF DEPOSIT OR FULL PAYMENT CONSTITUTES ACCEPTANCE OF THESE TERMS AND CONDITIONS

The terms and conditions of booking are subject to change without notice.