

STAY

SHOAL BAY COUNTRY CLUB

TERMS & 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. Any breach of these terms and conditions may result in immediate eviction with no refund or cancellation of your booking.

CHECK-IN & CHECK-OUT

Standard check in time is 2pm on the day of arrival and the property is to be vacated by 10am on the day of departure.

PAYMENT POLICY

A 50% deposit is required to secure your booking. Full payment is required within 7 days of your arrival date.

Rates quoted are in Australian dollars and are subject to change at any time. The property is not liable for and is not required to honour any pricing displayed that is quoted in error. A cancellation under these circumstances does not incur any cancellation fee. Rates are inclusive of GST where applicable.

Please note, a merchant fee applies to all credit card transactions.

THIRD PARTY BOOKING

If your reservation is made through a third party (such as Air BnB, booking.com), any cancellation or booking amendment required must be processed through that channel. We are unable to amend, cancel or refund bookings for third party reservations unless notified through that agency. The property does not accept any responsibility for

the service, information provided or rates quoted through the third party, and by booking through a third party the guest accepts that channels payment terms and cancellation policies.

CANCELLATION POLICY

Cancellations **within 7 days** of your arrival date a 100% cancellation fee of the booking total will be incurred. No cancellations are accepted within 7 days of your arrival date. You will be charged the total of the reserved stay.

In the event the property must cancel your accommodation for circumstances beyond our control a full refund will be made. However we will not be held liable for any further costs incurred. We strongly recommend travel insurance to cover cancellations, travel delays and all other unforeseen incidents and accidents.

BOOKING REQUESTS

Special requests can be noted on a reservation but cannot be guaranteed.

NUMBER OF GUESTS

At no time during your occupancy is the number of guests staying to exceed the number booked.

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CLEANING & HOUSEKEEPING

Units must be left in the condition they were in upon guests arrival. Excess cleaning fees up to \$500 may apply (e.g. rubbish not being removed, dishes not washed and put away, barbecues not cleaned). Please report any existing damage to the unit upon your arrival and immediately report any damage which occurs during your stay. For stays of 7 nights or more, the apartment has access to a midweek turnover.

NOISE

Disturbance to other guests and neighbours including excessive noise, music and unruly behaviour is prohibited and may result in eviction without refund. Noise outside the property is prohibited between 10pm and 8am. 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.

FUNCTIONS & LARGE GROUP GATHERINGS

We do not accept functions, parties and large group gatherings.

PET POLICY

Unfortunately we are unable to accept pets. No pets are permitted on the property at any time. Additional cleaning charges will apply if this condition is breached and deducted from your credit card.

SMOKING

Smoking on the property both indoors and within the grounds of the property is strictly prohibited. If there is any evidence of smoking inside the property you will be charged an additional \$1000 for a specialised clean to eliminate odours and remove chemical residue before future guests may use the space.

LOST OR DAMAGED KEYS

If guests lose keys or lock keys inside the property and require access, please see staff at front desk.

EMERGENCY CONTACT

In the case of an emergency, please contact staff at the front desk.