

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 30 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.

SECURITY BOND

A credit card authorisation form is required to be completed and returned at the time of booking. Your credit card will be automatically debited in the event of: damage to the property, equipment, breakages or if extra cleaning is required. Please note: we will only process monies on your credit card or if there is reported damage to the Property, or if the 'Terms and Conditions' are not adhered to.

CANCELLATION POLICY

Cancellations with **more than 31 days** notice prior to your arrival a full refund will be provided, less a \$100 admin fee and less any merchant fees of the booking.

Cancellations **within 30 days** of your arrival date a 100% cancellation fee of the booking total will be incurred.

No cancellations are accepted within 30 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.

If the property has cancelled a booking or enforced an early departure due to any breach of terms and conditions no refund will be made.

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NUMBER OF GUESTS

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

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.

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, a security call out fee will apply. If replacement keys need to be cut, costs will be calculated accordingly and charged to the guest.

EMERGENCY CONTACT

In the case of an emergency, please contact our manager on duty on 0405824720.