

PROPERTY BOOKING TERMS & CANCELLATION POLICY

BY CONFIRMING YOUR BOOKING, YOU AGREE TO OUR TERMS AND CONDITIONS.

NO REFUNDS ON ALL THIRD PARTY BOOKINGS.

PLEASE COMMUNICATE YOUR ESTIMATED CHECK IN TIME

Terms & Conditions & Cancellation Policy:

Organisations, companies, individuals or other paying for the accommodation for themselves or a third party are responsible for any damage caused or breakage to the room/apartment and any costs associated with repairing and returning the room/apartment to its original condition. And any other financial losses caused by the person or persons staying. This applies to all direct and third party bookings.

For longer stays you may be asked to confirm your booking with a deposit. (This ranges from \$100.00-\$250.00 or equal to the first nights stay - security deposit). Applies to longer term bookings only. (The security deposit will be refunded back once we have inspected the room and are satisfied. Please allow five business days for refund).

Please note: Full Balance due on day of arrival. If arriving after office hours and or during Covid 19 restrictions we will activate our 'contact free' check in process, We reserve the right to activate contact free check in service at any time. This is for your convenience and safety to everyone involved. We require payment to be successfully processed and valid photo ID (Driver's Licence or Passport) to be sent to us before instructions will be sent. Refusing to send through Valid Photo ID will result in us denying you access and a cancellation with no refund. This applies to all third party bookings as well as direct bookings.

-For all Discounted or non refundable bookings the Balance of account can be taken anytime before the arrival date. – charged to the credit card being used. The booker must be the owner of the credit card and acknowledges they are responsible for the full cost of stay. The booker acknowledges this when confirming a booking with us, either via the booking form, emails or via a phone call. We take Fraudulent activity very seriously.

We can arrange 'AFTER HOURS' CHECK IN SERVICE FOR YOUR CONVENIENCE.

Call us direct to arrange. You will be asked to send through valid photo ID to either our mobile or alternatively you may email. This process is easy, efficient and is convenient for you the customer. (Please note: The guests who argue or refuse to send through valid ID, in our experience are the ones that have been dishonest in the past. We will not grant entry until we receive your ID.

No refunds for early departures. Days may be offered in lieu (not offered for discounted rates). Conditions apply. Three months expiry. Does not apply to third party bookings, as we have already had to pay full commission on your booking.

BY CONFIRMING YOUR BOOKING (Online and or via a Phone call). YOU AGREE TO OUR TERMS AND CONDITIONS.

We have a responsibility to provide a safe environment for both staff and guests staying with us. We will NOT tolerate any anti social behaviour, suspicious activity or illegal activity. You will be moved on, without any refunds. You have broken the contract, not us. Police will be contacted.

If you have any 'Special' requirements, it is your responsibility to contact us direct by phone or email. If you show up and we can not cater to these requirements and no prior contact has been made with us, then you will still be expected to honor full payment for your booking. This applies to both direct and all third party bookings.

Motel & Twin Share Motel Rooms:

- A deposit may be asked for longer term stays only. (4 nights or more)
- Early departures (applies to all rooms) – Strictly No Refunds. For long term bookings adjustment to nightly rate and days may be offered in lieu. Conditions apply (Three month expiry date).
- Cancellation - 48 hours advance notice of cancellation.
- Payment due on or day before the arrival date.
- Discounted rates are non-refundable.

Check in time: 2pm Check out time: 10am.

VAT added to Rates (10%GST)

Surcharge for Visa/Mastercard 1.5 %

Surcharge for American Express 3.5%

-You are responsible for any damage or breakages. The credit card used may be charged to cover any additional costs/losses.

-Strictly no smoking inside the rooms. Individuals, Companies, Organisations or other responsible for paying for the room will be charged for any loss of room nights and the cost to return the room to its original condition.

-On departure, please leave the room neat and tidy. If a room requires extra time to clean, the guest/s will be charged the additional costs/loss.

-You must be able to present valid Photo ID and the credit card used to make the booking.

-Please communicate your time of arrival. Late check ins can be arrange with prior notice - You may be asked to send a photo of valid photo ID and the credit card being used to make the booking.

-NO SHOWS, will be charged the full amount of the booking.

Apartments:

- A deposit may be asked at the time of booking ranging from \$100.00-\$250.00. (This typically refers to longer stays and during peak periods).
- Full balance taken anytime within seven days of the arrival date..
- Cancellations - You must give us Seven days notice of cancellation. If less than seven days notice the Full Balance will be charged.
- Cancellations - Peak period - You must give us 14 days notice of cancellation: All school holidays, All major events, Long weekends, Clipsal 500, Tour Down Under, Royal Adelaide Show, Adelaide Fringe Festival, Adelaide Test match. If you have not given us 14 days notice the full balance will be charged.
- Early departures – Strictly No Refunds. For long term bookings adjustment to nightly rate and days may be offered in lieu. Conditions apply (Three month expiry date).
- Discounted rates are non-refundable.

Check in time: 2pm Check out time 10am.

VAT added to all rates (GST 10%)

Surcharge for Visa/Master card 1.5%

Surcharge for American express 3.5%

-You are responsible for any damage or breakages. The credit card used may be charged to cover any additional costs/losses.

-Strictly no smoking inside the rooms. Individuals, Companies, Organisations or other responsible for paying for the room will be charged for any loss of room nights and the cost to return the room to its original condition.

-On departure, please leave the room neat and tidy. If a room requires extra time to clean, the guest/s will be charged the additional costs/loss.

-You must be able to present valid Photo ID and the credit card used to make the booking.

-Please communicate your time of arrival. Late check ins can be arrange with prior notice - You may be asked to send a photo of valid photo ID and the credit card being used to make the booking.

-NO SHOWS, will be charged the full amount of the booking.