

Terms and Conditions for ALFRED COVE SHORT STAY

(Temporary Apartment Accommodation for Business, re-locations and holidays)

1. DEFINITIONS

- "Booking" means the period for which you have paid to stay at the Property.
- "Property" means Alfred Cove Short Stay and all its fixtures, fittings and equipment.
- "Management" means the owners and managers of the Property.
- "Guests" means the persons who stay overnight in the Property during the Booking.
- "Visitor" means a person a Guest permits to visit the Property during the Booking.

2. ACCEPTANCE & RESPONSIBILITY.

- Payment for booking constitutes acceptance of these Terms and Conditions.

3. CHECK IN/ OUT

- Check-in time is not before 2pm on the arrival date and check out time is not later than 10am on departure date.
- Late departure is subject to prior arrangement and availability. (extra charges may apply)
- You must notify Management of expected arrival time and a mobile contact number at least 2 days before arrival.
- Check-in/check-out, where to park your car and key collection/return procedure will be emailed to you prior to arrival.

4. PAYMENT OPTIONS: (All transactions will be in Australian Dollars.)

- No additional charge for Credit Card payments. (details and authorisation must be supplied at time of booking.)
- Alternate payment arrangements, including direct deposit into our bank account may be accepted if prior approval by management. [Email: alfredcoveshortstay@gmail.com](mailto:alfredcoveshortstay@gmail.com)
- Advance Bookings: Please nominate preferred option of payment for bookings made with greater than 14 days advance notice.
 - Total payment at time of booking, with 70% refund if cancelled 15 days or more of expected check-in date.
 - 30% non-refundable Deposit at time of booking, with 70% balance automatically debited 14 days prior to occupancy.
- When your stay commencement is less than 14 Days from the time of booking, the full amount will be debited immediately following booking confirmation.

5. DYNAMIC PRICING

- Alfred Cove Short Stay will at times have variable pricing advertised to reflect market demand. A confirmed booking price will not be altered.

6. CANCELLATION OR VARIATION OPTION

- If you wish to vary or cancel your Booking, please log in to your booking site and amend your requirements. Please also contact management immediately by email: alfredcoveshortstay@gmail.com
- Should you be eligible for a refund it will be credited to the credit card linked to your booking, or by your chosen method of payment at time of booking. (Any fees or charges that have been incurred by management will be deducted from the refund amount)
- There will NOT be a refund for variations or cancellations when requested 14 or less days before the booked check-in date.
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- If Management is able to relet the Property for the period of cancelled a further refund may be made less administration charges, commissions and expenses.

7. SECURITY BOND

- A credit card authorisation must be provided to Management upon confirmation of your Booking.
- Any damage loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the credit card. Examples include but are not limited to any breakage, damage or excess cleaning requirements, extra Guests or Visitors beyond those declared.
- For other payment methods, a bond payment of \$250 is required with the booking payment prior to your arrival and it will be credited to your designated payment method once our property has been inspected and deemed left in a similar state to your arrival. We agree to ensure this refund occurs within 7 working days of your departure.
- Any damage, loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the bond. Examples of this include but are not limited to Smoking in the Apartments, any breakage, damage or excess cleaning requirements, extra guests or Visitors beyond those declared.

8. UNAVAILABILITY

- If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy, failing which any moneys paid will be refunded in full.

9. PARTIES & FUNCTIONS

- Either Parties and Functions are strictly prohibited.
- Visitors are permitted provided their behaviour will not cause disturbance to neighbours, damage to property or offence or embarrassment to others. All noise to cease by 10pm.
- Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

10. LINEN AND TOWELS

- We supply linen, pillows, blankets and towels which must be left where supplied in the bedrooms or bathroom on departure.
- Washing Machine and cleaning products are provided for your convenience.
- Cleaning and linen change by professional cleaners during your stay can be arranged upon request and at additional cost.

11. SMOKING & PETS

- Alfred Cove Short Stay is strictly NON SMOKING
- Pets are NOT allowed at the Property

12. YOUR OTHER RESPONSIBILITIES

- Please always turn taps, lights, air conditioners, fans, heaters & appliances OFF before leaving the property.
- You must comply with all applicable House Rules and instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbours.
- Some doors and cupboards are intentionally locked. Please do not try and force open.
- Always use extractor fans when cooking, showering or using tumble dryer. (failure to do this can trigger smoke alarms and security siren.)
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion)
- Only the guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed and packed away. The Property including the barbecue must be left in a clean and tidy condition.

- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, barbecue, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be deducted from the security bond or charged to your credit card.
- All furniture and furnishings must be left in the position they were in when you arrived.
- The property should be vacated on time and secured. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed.
- You are responsible for the safekeeping and replacement of accommodation keys.
- SMOKING is not permitted in the Property.

13. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, please inform Management at the earliest opportunity so there is a chance to quickly rectify the situation as efficiently as possible. If necessary, repair/service access to the property is to be allowed during reasonable hours.
- Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.
- Failure to follow this procedure may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.

We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at our property.

We hope you enjoy your 'home away from home' accommodation at Alfred Cove Short Stay.