

## GUEST BOOKING POLICY

### **TERMS & CONDITIONS:**

You are accepting our terms and conditions when you make and confirm this booking. Management reserves the right to cancel any booking made that does not comply with these conditions.

Breaches of these conditions during your stay may result in loss of security bond and / or immediate eviction.

### **DEPOSIT:**

All bookings require a \$300 non-refundable deposit to be paid at the time of booking.

Balance of booking tariff is payable on arrival.

### **SECURITY BOND:**

A security bond is required to be paid as a pre-authorization on your nominated credit card at the time of check-in/registration.

Security Bond requirements :-

2 Bedroom Apartment - \$500

3 Bedroom Apartment - \$1000

The bond will be frozen by your issuing bank for the period of your stay and will be automatically released as long as there are no arising issues during your stay. Once released, the funds will become available on your nominated credit card, and a transaction will not show on your credit card statement.

Security bond deductions are rare, however when they occur, Bujerum Apartment's management will advise you all details of any charges and these will appear on your nominated credit card statement.

### **AMENDMENTS:**

Date changes on existing bookings can be requested and will be at the discretion of management. Deposits may be transferred to another booking provided amendment is at least 28 days prior to arrival and subject to availability at the time of amendment.

If you wish to extend your stay after check in, please contact management who will check availability and relevant charges. Alternatively, should you wish to reduce your stay, a refund is at the discretion of management.

### **CANCELLATION:**

Cancellations up to 28 days prior to arrival, the deposit of \$300 is non-refundable.

Cancellations within 28 days prior to arrival, will result in 100% full tariff charge being deducted from your credit card.

### **CREDIT CARDS:**

We accept payment via EFTPOS, Visa and MasterCard. Payment cannot be made by cheque.

AMEX / Diners are not accepted.

If payment is by EFTPOS, credit card details are needed in order to process the required security bond.

Any other arrangements will need to be approved by management prior to arrival.

### **CHECK IN:**

Check-in is available from 2pm on the day of arrival.

Please reconfirm with the office your final arrangements including arrival time, ensure all contact details are correct, with valid credit card information, which is required to be recorded in your booking.

Signed registration details are required to be completed on your arrival / check-in. If arriving out of hours please ensure you contact our office to finalise your check-in.

We are a small property and often your apartment will not be available until the required 2pm check in. Our cleaners want to ensure the highest of standards for your arrival. We would therefore kindly ask that you do not request to enter the apartment any earlier as this may result in refusal.



## GUEST BOOKING POLICY CONTINUED

### **CHECK OUT:**

Check-out is 10am on the day of departure.

Please leave your apartment in a reasonable condition with all rubbish removed.

We ask that you place dirty dishes, cutlery and utensils in the dishwasher and turn it on.

### **KEYS:**

Keys will be available at the property upon arrival. You will be provided with directions to the property and details of the key location and/or access code via SMS on the day of your arrival. You are required to have this information with you in order to access the property.

If you are travelling from overseas please either provide a local phone number or ensure your international mobile is set to roaming, ensuring you have contacted the property manager 24hrs prior to arrival. This will assist us to contact you if required during your stay.

### **INCLUSIONS:**

The booking tariff is inclusive of all cleaning and linen costs, credit card fees and booking fees where applicable.

Initial toiletries & consumables are supplied on your arrival, additional supplies can be purchased from a local supermarket.

If your stay is longer than 8 days, your room will be serviced mid stay.

Please contact our property managers if you require anything further during your stay.

### **NUMBER OF GUESTS:**

The number of guests must not exceed the number of persons shown on your confirmation, and will be based on the maximum occupancy of each apartment. Any increase in guests staying must be agreed and confirmed by management in advance and may incur additional fees.

### **MOVEMENT OF ITEMS WITHIN / BETWEEN APARTMENTS:**

Movements may cause unnecessary damage to items and the property itself, and can cause excess cleaning time due to housekeeping inventory checks. If you have a large booking where extra items are required (and a function is approved) please contact management and they will assist with hire company contact information.

Any damages/excess cleaning caused by movement of items or furniture will be deducted from your security bond.

### **NOISE:**

We request you respect all other house guests and keep noise at an appropriate level. When returning at night, take extra care not to disturb others, particularly after 10pm.

### **NO PARTY POLICY:**

Excessive noise, parties and functions are not permitted, as they can cause disruption to in-house guests and nearby residents.

It is on this basis that Bujerum Apartments has a strict '**No Party Policy**'. There is a penalty fee of at least \$200 if complaints are received from the neighbouring residents and/or properties.

If excessive noise, parties or functions have taken place, the total of your security bond will be forfeited and guests may be evicted.

This property does not have any policies, procedures or resources in place to accommodate the unique needs of school graduates during the annual 'Schoolies Week' period. In accordance with our 'No Party Policy'.



## GUEST BOOKING POLICY CONTINUED

### **NO SMOKING:**

Queensland Government regulations do not allow smoking in any of the common areas of the building e.g. stairwells, garage or garden areas.

For the comfort of all our guests, this is a strictly **non-smoking** property.

Smoking is **NOT PERMITTED** inside the apartment and or common/public areas.

Any damages caused by smoking on or inside the premises will be taken from the security bond. A deodorising charge of \$100 will apply if you smoke inside your apartment.

### **INDEMNITY:**

Guests' actions, conduct and safety are the responsibility of the guests. The management and owner(s) of this property do not condone: unsafe, irresponsible or illegal actions/behaviour etc. on or off the premises, during a stay or at any other time.

A condition of entering and/or staying at this property means that all guests understand and agree to indemnify the manager and owner(s) against any responsibility or action(s) (legal or other), due to any action(s), incident(s), loss or injury(s) while within or outside of the premises (including, but not limited to, the grounds, facilities, structures, etc.) during a stay or at any other time.

### **PROPERTY INFORMATION**

#### **AIR-CONDITIONING:**

All apartments are fitted with air-conditioning units. Controllers have been set and it is recommended that temperatures remain at 23 degrees.

#### **ANIMALS/PETS:**

Health Department regulations do not allow pets in the building.

Bujerum Apartments has a no animals / pets policy.

#### **BIRDS:**

We are lucky enough to attract a range of bird life. Please do not feed the birds as this interferes with their natural feeding cycle.

#### **CLEANING:**

If your stay is for 8 nights or more, you are entitled to a mid-week clean. This consists of fresh bed linen, towels, rubbish removed and a general tidy.

On departure, if your apartment is left in an unsatisfactory condition that requires extra cleaning management reserves the right to withhold your security bond and dependant on the severity of the condition of the apartment will apply additional cleaning charges to cover cleaning and maintenance costs accordingly.

We ask that you please remove rubbish, place all dishes in the dishwasher and turn on.

#### **COMPLIMENTARY ITEMS:**

You will find complimentary tea, coffee, milk, detergent and toilet paper in your apartment on arrival. These items are not replenished during your stay.

Supermarkets and convenience stores are located nearby in James Street, Burleigh Heads.

#### **DAMAGES &/OR BREAKAGES:**

We understand that accidents do happen. Please inform management so we can rectify the problem as soon as possible. If you find anything wrong, not working or missing on arrival please contact management who will be happy to assist.

In the event that management locate damages to the apartment after your departure your security bond will not be refunded and if charges for replacement or fixing damaged areas exceeds the bond your nominated credit card will be charged accordingly.



## GUEST BOOKING POLICY CONTINUED

### **DRY CLEANING AND LAUNDRY:**

Washing machines and dryers are supplied in all apartments.

It is advisable to leave laundry windows and doors open while using the dryer.

Alternatively, Dexter Express Laundromat is located close by at 27 Park Avenue, Burleigh Heads.

### **FIRE ALARMS:**

Due to the sensitivity of our smoke detectors, please turn on the range hood extraction fan while cooking. Guests are also requested not to burn incense or other like substances because smoke from these items will activate the detectors.

Fire blankets are located under the sink on top of the garbage bin.

In the event of a fire alarm sounding during your stay, please evacuate the building using the back stairs by following the illuminated evacuation signs.

Fire evacuation plans are also shown on the back of the entry door to your apartment.

Fire Department call outs are expensive, so care should be taken when cooking in the apartment. A fine up to \$1500 may be imposed by the fire department, payable by the guest.

### **KEYS:**

You will require your room key for access to your apartment, also included is a gate remote to access the property and parking.

If you lose your keys and/or gate remote please contact management. Full replacement cost of \$100 will be charged to your account.

### **LINEN:**

Linen and towels are provided unless otherwise notified. Beach towels are not provided however can be requested from management subject to availability at the time.

### **PARKING:**

The car park is located on site, accessed by a remote control device allocated to you. Only one space is allocated per apartment, the number being the same as your apartment number. Visitor parking is available at the front of the building or on the street, please ask management regarding extra parking.

### **PERSONAL AND LOST PROPERTY:**

Will be kept in the property manager's office for a period of one month.

Any costs to return items will have to be met by the recipient.

### **RUBBISH DISPOSAL:**

Please dispose responsibly of any rubbish you may collect throughout your stay. All garbage must be wrapped and sealed.

Gold Coast has a 2 bin collection service for recycling (yellow topped bin), and general (landfill) waste (green topped bin).

The rubbish bins are located in an enclosed bin area in the carpark.

### **SAFETY AND SECURITY:**

Please keep your front door locked at all times. If you are leaving the apartment, it is suggested you close the doors and windows, as the Gold Coast can have strong wind gusts and afternoon storms.

Please do not leave valuables or cash unattended in your apartment.

### **SHOPPING/DELI:**

There is a Woolworths Express tucked in behind the shops on James St and also Foodworx on the corner for all your basic needs. Make sure you check out James St Deli, especially if

you're the type that likes to cook on holidays. You will also find quick and easy meal options.



## GUEST BOOKING POLICY CONTINUED

### **TRANSPORT:**

Driving is very easy around the coast, and there are lots of car hire companies at the airports or close by if you are after something a bit cheaper.

The two main roads are Gold Coast Highway which runs along the coast and Pacific Highway which runs inland from Brisbane connecting again to Gold Coast Highway near the Coolangatta airport.

There are buses on Gold Coast Hwy (end of Goodwin Tce) that go in either direction on a regular basis.

There is also the new tram service which commences at Pacific Fair Broadbeach which goes through Surfers Paradise to Southport which saves the need to drive into Surfers Paradise and park which can sometimes be a bit tricky.

### **VISITING THE BEACH:**

We ask that you please do not hang towels from the balcony and when returning from the beach please wash off the sand at the tap and/or shower located in the car park.

Beach towels are available on request from management, subject to availability.