



THE SANDS RESORT BOOKING TERMS AND CONDITIONS

Please read these terms and conditions carefully. All bookings made will be deemed to have accepted these terms and conditions on behalf of all persons who will be staying at the property.

Booking Terms

1. Payments and Confirmation

- a. For all bookings, a deposit of \$200 *per booking* must be paid immediately to confirm your booking with the final payment made 14 days prior to arrival. Bookings made within 14 days of the arrival date are required to pay in full at the time of making the booking. If payment has not been received 14 days prior to your arrival, the balance will be deducted from the allocated credit card; when booking you are authorising this payment to be made.
- b. Bookings made within the school holiday period must pay an initial 50% deposit with the balance payable no less than 3 months prior to the arrival date.
- c. Credit card charges are as follows: Visa, Mastercard(1.5%), American Express(2.9%).
- d. All properties require credit card pre authorisation of \$200 on arrival.
- e. Direct deposits can be made to:

Account Name: Sandcastle Holdings Pty Ltd
Bank: ANZ
Branch: Yamba
BSB No: 012889
Account No: 281428539
Reference: Please put your surname or reservation number

- f. Cheques should be made payable to Sandcastle Holdings Pty Ltd and posted to the following address: *PO Box 406 Yamba NSW 2464*. Please also ensure that you include the following details with your cheque:

Your booking reference number, the name under which the booking was made and the dates of your stay. The cheque must have cleared before your arrival.

2. Key Collection

- a. Your booking will commence, and keys may be collected, any time after 2 pm on the day of arrival and the property must be vacated no later than 10 am on the day of departure. Upon departure, keys must be returned to our office before 10 am or you may incur a late checkout fee.
- b. Our office is open from 9.00 am to 5.00 pm Monday to Friday and 9 am to 12.00 pm on Saturdays, closed Sundays. In order to collect keys outside these times, please bring your confirmation email/letter with you with the key safe code printed on it. Keys will be left in the key safe at the front of our office for you to collect. Under no circumstances will keys be left out without the *full accommodation being paid*.

3. Security and Identification

- a. When you check in you may be asked to provide photo identification. If you are unable to provide such identification your booking may be cancelled and you may be liable to pay to Sandcastle Holdings Pty Ltd an amount equal to the full booking amount plus any charges incurred by Sandcastle Holdings Pty Ltd in connection with the booking.
- b. The guest must supply full credit card details as security for the booking against claims for late departure, excess rubbish, additional cleaning and/or damage to the property or its contents. The guest must also sign acceptance of the conditions under the Innkeepers Liability Act 1902/NSW.
- c. Upon arrival, if you notice any damage to the property or its contents please report to our office immediately to avoid any disputes on your departure.

Cancellation Policy

- a. A cancellation fee of \$90 will apply to all bookings cancelled with two months notice or more. If less than 2 months notice is given, then the full deposit is forfeited.

Change of Date

- a. One free change will be provided for each reservation subject to 1 month notice. For further changes a \$90 fee will apply for each change. Bookings can not be amended if request is within a month.

General Terms and Conditions

- a. At the time of booking you will nominate the maximum number of people that will occupy the property and you accept that this number must not be exceeded under any circumstances. Bookings will not be accepted where there is not enough bedding for the claimed number of occupants. Additional charges will apply if extra beds or linen (including rollways' or cots) are required.

- b. Should you exceed the accepted number of occupants upon the property, our office will terminate your tenancy requiring you to vacate the property immediately. Under these circumstances no refund will be given and alternative accommodation will not be made available.
- c. **Late Check-out.** If you wish to check out later than the standard check out time you must obtain approval from property management at least 12 hours prior to your scheduled check out time. Property management may approve a request for late check out in their absolute discretion. If you check out after 10am the following additional charges will be applied to your account and will be payable by you on check out.
A surcharge of \$20 *per hour* after 10am that you fail to check out or if you check out after 2pm a charge equivalent to the full daily rate which applies to your booking.
- d. Items left at premises will not be automatically returned. We will hold the items for a maximum of two weeks and then pass them onto a local charity. Items will be returned only upon receipt of credit card details for postage and packaging plus a \$25 *handling fee*.
- e. No responsibility will be taken for personal belongings of the guest. Any required insurance for your belongings must be arranged by yourself. No liability is accepted by the agent or property owner for any injury, debt, damage, loss, delay or inconvenience caused by events outside the agent or owner's control.
- f. The tenant agrees to leave the property in a clean and tidy state with rubbish removed and all washing up done and stacked away. Any costs for cleaning above the standard items that our cleaners do must be paid for by the tenant. Excess rubbish that does not fit into the bins at the property must be disposed of responsibly by the tenant.
- g. Any and all damages to the property, common areas or fixtures and fittings of the property must be reported to reception immediately and paid for.
- h. All property interiors are non-smoking. Holiday tenants failing to abide by this term may be responsible for the cost of cleaning all carpet, furnishings and window coverings.
- i. Unless otherwise specifically stated, pets are not permitted upon the property.
- j. Guests will make every possible effort to ensure that they do not interfere or cause a nuisance to neighbours. Excessive noise can be a major cause of complaint. Loud music, televisions and partying that causes excessive noise will not be permitted between 9.00 pm and 7.00 am. Should our office receive complaints, we reserve the right to terminate your tenancy.
- k. We cannot accept responsibility for actions taken by the owner of the premises outside our control and we reserve the right to cancel any booking as per the owner's instruction. In this event, we will notify you as soon as possible and do our best to arrange other accommodation or dates suitable to you. If this is not possible, all deposit monies paid will be refunded, but no other claim, right or action or demand shall exist in or be made by either party.

- l. Guests locked out of premises outside working hours must pay a \$50 fee. (This can be taken from your security deposit). If a locksmith is required, the tenant will be responsible for the payment of the locksmith account.
- m. In strata titled properties, strata by-laws must be complied with at all times.
- n. All guests are responsible for keeping the property secure throughout their stay and upon vacating. Any theft or damage due to not securing the property shall be the responsibility of the holiday guest.
- o. The guest agrees to allow the agent and/or appointed tradesperson to enter onto the property at any time to effect or investigate repairs or complaints.
- p. All repairs will be affected as soon as practicable. On public holidays and after hours it may at times prove difficult to get tradespeople immediately. We will always do everything we can to minimise inconvenience caused but cannot issue partial refunds or give discounts. In the event of a major problem rendering the property uninhabitable, we will make every effort to find alternative, suitable accommodation for you.
- q. These terms and conditions may be varied at any time without notice. Always refer back to our website for current terms and conditions. A printed copy of terms and conditions can also be obtained from our office.
- r. Any printed, written or verbal description of the premises by the Agent or an employee will be made in good faith; however, no responsibility for contested description can be accepted.
- s. Please read these terms and conditions of your holiday letting contract carefully as any departure from these conditions permits the owner or agent to refuse the key, amend the rent or immediately terminate the tenancy.