



TERMS & CONDITIONS

Waves 3 | 4 Bedroom Apartments

Please read the below 'terms & conditions' pertaining to our Waves 3 and 4 bedrooms apartments. Failure to comply may result in the refusal, amendment or cancellation of your booking.

- 1. DEPOSITS** a deposit of 50% of the total tariff must be paid within 7 days to secure your booking. Bookings will be cancelled if the deposit has not been received within the 7 day period. Any bookings made 30 days or less prior to arrival date must be paid in full at time of booking or will be cancelled without notice.
- 2. CANCELLATIONS** all cancellations MUST be in writing and will incur a \$50 cancellation fee on top of any forfeited deposits.
Low season
 - ❖ Bookings are transferrable up to 30 days prior to arrival date but must be for the same number of nights and in the same apartment otherwise deposit will be forfeited.
 - ❖ Bookings are not refundable or transferrable 30 days or less to arrival date.**Mid | Peak season**
 - ❖ Bookings are not transferrable or refundable at any stage after booking.

We strongly recommend you consider Travel Insurance when booking a holiday.
- 3. SECURITY BONDS** a credit card (VISA or MASTERCARD) must be provided for security prior to, or on arrival, this card will be used for any room charges or incidentals that may occur and can be charged by the agent after departure if needed without prior approval of the guest.
- 4. RENTAL RATES | SEASONAL DATES** all rates and/or seasonal dates are subject to change without notice. This includes but is not limited to instructions from owners or genuinely misquoted accommodation tariffs both online or via our reservations department or any other staff or hotel representatives. Changes will not apply to any confirmed bookings where a deposit has been paid.
- 5. LINEN** all of the Waves apartments are fully self-contained, whilst we provide our guests with linen any extra towels, toiletries or cleaning items need to be purchased by the guests. Any soiled or damaged bed spreads or decorative bedding items will be sent to the dry cleaners at the cost of the guest. Please note we do not supply beach towels.
- 6. CHECK IN | DEPARTURE TIMES** please be advised that our check in time is 2pm and our check out time is 10am. We offer earlier check in's if possible so please contact reception on the day of your arrival if you would like to check in early. Alternatively if you would like a later departure please contact reception during your stay. Any departures after 12 noon incur a charge per each hour up until 5pm. THERE ARE NO GUARENTEE'S FOR EARLY CHECK IN'S OR LATE DEPARTURES.
- 7. ROOM CAPACITY** all 3 bedroom apartments can sleep a maximum of 6 people. The 4 bedroom apartment can only sleep a maximum of 8 people. Failure to comply with this condition may result in a termination of your stay and a forfeit of any monies paid. The Hotel also has a strict no party policy and management reserves the right to terminate the booking should this policy be breached in any way.
- 8. DATES | TERMS** communicated dates will be confirmed in your booking confirmation, please check the dates are correct as no responsibility will be taken for any discrepancies with dates.

- 9. WEATHER CONTINGENCIES** no refunds will be issued for weather disruptions nor will early departures be discounted. Unless there is no feasible way to make your booking i.e. disruption or cancellation of barges, bookings will not be changed or refunded.
- 10. BARGE BOOKINGS** it is the responsibility of the guest to ensure they have booked a barge, either with the hotel or directly through the agent. No refunds or cancellations will be permitted if you are unable to book a barge AFTER making a reservation.
- 11. NO PETS** none of the Waves Stradbroke apartments permit pets on the premises. Failure to comply with this request may result in your booking being terminated and the costs of carpet | furniture cleaning will be charged as a result.
- 12. PERSONAL PROPERTY** during your stay no responsibility will be taken by the agent; staff or representatives, contractors, tradespersons or the likes for the security of your belongings. Occupants are requested to take whatever security measures they believe are needed to protect their personal property. Any left behind property, if located, can be returned via post at the guest's expense (COD). All left behind items will only be held at the hotel for a maximum of one month after departure.
- 13. BREAKAGES | DAMAGES** as the guest you are responsible for any and all damages and loss incurred during the length of your stay. Please ensure you report any prior issues you may have noticed to management on arrival. Any damages, loss or breakages will be charged to the guest.
- 14. CLEANING | DEPARTURES** please assist us by leaving the premises clean and tidy upon your departure. Floors should be swept, washing up done and all rubbish removed. Failure to do so will result in additional cleaning charges. On arrival if the apartment fails to meet acceptable cleaning charges we will endeavour to rectify the problem however this would not constitute the cancellation or refund of any monies paid.
- 15. PARKING** all apartments have their own secure parking space (top floor & the 4 bedroom apartment have 2 spaces) please ensure you DO NOT park in any other allocated space. Additional hotel parking in front of the bottle-shop or hotel is available for guests if needed. Guests must heed speed limits and drive responsibly whilst on premises. The speed limit in the carpark is 5km/hour.
- 16. ACCESS CARDS** all rentals will receive two access cards on arrival for their stay, the amount of \$10 per card will be placed on your account and removed when the cards are returned at the end of your stay, failure to return your access card will result in a charge of \$10 per card.
- 17. ONSITE POOL** the pool hours are strictly 7am until 7pm. Please be respectful of other guests and keep noise levels to a minimum. All children under the age of 12 MUST be accompanied by an adult at all times. Glass and alcohol are prohibited in the pool area.
- 18. SCHOOL HOLIDAYS** we do not accept any 'Schoolie' or 'Pre-Schoolie' bookings. All minors must be accompanied by an adult/parent/guardian at all times throughout the duration of the stay throughout the hotel grounds along with the apartments. Failure to comply with this may result in immediate eviction without refund. Should a booking be made and the aforementioned conditions are not met the booking will be terminated without refund and guests will be removed from the premises.
- 19. HOUSE RULES** please be advised that as we are also a Hotel | Bistro | Bar all accommodation onsite may be affected by noise. Our license runs until 12am. Upon your arrival you will be required to sign a 'guest registration' form which includes acknowledgement of this statement along with the following:
 - ❖ No smoking inside ANY apartment or facility. A fee of up to \$1,000 will apply for non-compliance and all charges from the fire department will be forwarded to the guest in an even that the smoke alarm is activated.
 - ❖ A charge of \$25 will be charged if you choose to use the BBQ on your deck during your stay.
 - ❖ The apartment is not left in a clean orderly fashion including the removal of all rubbish.
 - ❖ Guests are expected to behave in a manner, which is conducive to the safety / comfort and convenience of all other guests / staff / patrons / onsite owners within the premises.