



Terms and Conditions 2023

Please read the below 'Terms & Conditions' pertaining to our accommodation. 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 immediately at time of reservation to secure your booking. 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.

Deposits will be made using Visa or Mastercard only and a credit card surcharge of 0.59% will be applied to all credit card payments.

The remaining balance of your booking is due 30 days prior to your arrival. This will be automatically processed on the card on file used to secure the booking deposit unless you contact us prior to the 30 days.

Failure to pay the remaining balance at the 30-day prior date will result in cancellation of your booking, and your deposit will be forfeited.

2. CANCELLATIONS - All cancellations MUST be in writing and will incur a \$50 administration fee on top of any forfeited deposits. Bookings are not refundable or transferrable 30 days or less to arrival date.

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. Credit will not be held for more than 6 months. Note that only the credit amount not the booked rate is valid. If there is a rate increase, this will be carried forward with the credit paid.

* Bookings are not refundable or transferrable 30 days or less to arrival date.

Mid and Peak Season

* Bookings are not transferrable or refundable at any stage after booking.

****We strongly recommend you consider Travel Insurance when booking a holiday.****

Hotel Rooms Terms and Conditions 2023

- 1. SECURITY BONDS** - A credit card (VISA or MASTERCARD ONLY) 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. Upon check-in, cards provided by hotel room guests will be pre-authorised for a \$150 security bond. The hotel reserves the right to charge the provided card for damages over and above this pre-authorised bond should the damages incurred exceed this amount.
 - 2. RENTAL RATES | SEASONAL DATES** - All rates and/or seasonal dates are subject to change without notice. This includes but is not limited to 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 but is only valid for the original booking dates, not date changes.
 - 3. LINEN** - Stradbroke Hotel rooms are not serviced daily, whilst we provide our guests with linen, - extra towels, toiletries or cleaning items need to be purchased by the guests. Any soiled or damaged bedspreads or decorative bedding items will be sent to the dry cleaners at the cost of the guest.
 - 4. CHECK-IN & DEPARTURE TIMES** - Our check-in time is 2:00pm and check-out time is 10:00am. 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 12:00 noon incur a charge per each hour up until 5:00pm. THERE ARE NO GUARENTEES FOR EARLY CHECK-IN'S OR LATE DEPARTURES. Failure to vacate your room at your designated check-in time will result in an **\$85.00 per hour charge** that will be deducted from your nominated credit card on file.
 - 5. ROOM CAPACITY** - All Standard or Ocean View Hotel Rooms can sleep a maximum of 4 people upon request. Our ambient accessible room sleeps a maximum of 2 guests. All room bookings are for 2 people unless stated prior to arrival as there is an extra charge for 3 or 4 guests. Failure to comply 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.
- 1. 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.
 - 2. WEATHER CONTINGENCIES** - No refunds or date transfers will be issued for weather disruptions, nor will early departures be discounted. Bookings will not be changed or refunded due to bad or inclement weather.
 - 3. BARGE BOOKINGS** - It is the responsibility of the guest to ensure they have booked a vehicle barge or transport to the Island. No refunds or cancellations will be permitted if you are unable to book a barge AFTER making a reservation.
 - 4. NO PETS** - No Waves Stradbroke Apartments or Hotel Rooms permit pets on the premises. Guests must not keep or permit any animals on the premises during their stay (certified service animals excepted). Failure to comply will result in a **\$500.00 penalty fee** along with immediate eviction without refund from the property immediately. In this instance, management will not be liable for arranging, or payment for alternative accommodation.
 - 5. 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. All items left behind will only be held at the reception 'Lost Property Box' for a maximum of one month after departure.

6. BREAKAGES | DAMAGES - As the guest you are responsible for 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.

7. CLEANING | DEPARTURES – Please assist us by leaving the premises clean and tidy upon your departure. All rubbish is to be removed. Failure to do so may result in additional cleaning charges **charged in \$65.00 increments**. Management reserves the right to debit the amount from the credit card provided on check-in. On arrival if the Hotel Room fails to meet acceptable cleaning or maintenance standards, please speak to our Reservations Department or a Duty Manager - we will endeavour to rectify the problem. However, this would not constitute the cancellation or refund of any monies paid.

8. PARKING - All Hotel Room parking is in front of the bottle-shop (undercover) or outside the hotel. Guests must heed speed limits and drive responsibly whilst on premises. The speed limit in the carpark is 5km/hour. Guests must not park or stand a vehicle or bicycle in areas other than **designated parking areas**. Guests must drive responsibly under the 10km speed limit within the hotel areas only on designated roads provided. Guests must park only in their designated parking area or a marked carpark space and not in the reception entrance, gardens, or common property.

9. ACCESS CARDS – Hotel Room guests will receive two room access cards and one pool access card on arrival for their stay, the amount of \$30 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 cards will result in a replacement charge of \$30 per card.

10. ONSITE POOL - The pool hours are strictly 7:00am until 7:00pm. 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.

11. 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.

12. VENUE NOISE - Please be advised that as we are also a Hotel | Bistro | Bar and all accommodation onsite may be affected by noise. Guests are advised that due to the nature of our business, our hotel suites can be affected by bar & function noise. We are a very busy hotel with a 12:00am license. On any given night, the noise emanating from our business can affect our rooms and the guests staying in them. By agreeing to the Terms and Conditions you acknowledge this "Noise Statement" along with our house rule policies, absolving the hotel from any complaint relating to noise. Upon your arrival you will be required to sign a 'Guest Registration' form which includes acknowledgement of this statement.

13. CALLOUTS - Any afterhours callout due to a breach in house rules, will incur a **\$250.00 fee per callout**. Management reserves the right to debit the amount from the credit card provided on check in.

14. FIRE ALARMS – In the event of guests triggering a fire alarm, the guest will be responsible for any false alarm and be charged a \$2500.00 callout fee should QFES have to attend site.

15. GUEST BEHAVIOUR - Guests and invitees of guests are expected to behave in a manner which is conducive to

the safety, comfort and peaceful enjoyment of other guests, neighboring residence, and staff within the property. Management will consider the following behavior to be a breach of House Rules:

- **Excessive noise after 10:00pm** (note that the term “excessive” is at the discretion of Management)
- **Excessive noise at any time** (note that the term “excessive” is at the discretion of Management)
- Offensive and unruly behavior
- Damage to or destruction of property.
- Improper or unseemly conduct.
- Smoking indoors or in common areas
- Littering
- Any act or omission which, in the opinion of the Manager adversely affects or brings discredit upon the Manager, staff, owner or other guests.

If guests do not meet the above criteria when checking in (e.g. no valid credit card offered and photo ID) then Management reserves the right to cancel the booking, with the guest incurring a 100% cancellation fee. Any exception to this policy will be at the discretion of management. In this instance, Management will not be liable for arranging, or payment for alternative accommodation.

Waves 3 & 4 Bedroom Apartment Terms and Conditions

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 non-refundable deposit of 50% of the total tariff must be paid immediately to secure your booking. Bookings will not be held and are not guaranteed until a deposit has been successfully received. 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.

The remaining balance of your booking is due 30 days prior to your arrival. Failure to pay the remaining balance will result in cancellation of your booking, and your deposit will be forfeited.

2. CANCELLATIONS

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. Credit will not be held for more than 6 months. Note that only the credit amount not the booked rate is valid. If there is a rate increase, this will be carried forward with the credit paid.

☑ Bookings are not refundable or transferrable 30 days or less to arrival date.

Mid and 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 ONLY) 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. Upon check-in, cards provided by apartment guests will be pre-authorized for a \$500 security bond (excluding guests of Deluxe 4-Bedroom Apartment ‘Seventh Avenue’ where a \$1000.00 bond will be required). The hotel reserves the right to charge the provided card for

damages over and above this pre-authorized bond should the damages incurred exceed this amount.

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, except to any additional nights added or date range changes.
5. **LINEN** - All 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 bedspreads or decorative bedding items will be sent to the dry cleaners at the cost of the guest.
6. **CHECK-IN | DEPARTURE TIMES** - Please be advised that our check in time is 2:00pm and our check-out time is 10:00am. 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 12:00 noon incur a charge per each hour up until 5:00pm. **THERE ARE NO GUARENTEES 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 Apartments 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. **PLEASE NOTE: 4-Bedroom Apartment "Seventh Avenue" is strictly an ADULTS ONLY (18+) option. By booking this Apartment, you are agreeing that there will be no children or pets on premises and understand that immediate non- refundable eviction will occur pending breaches of this requirement.**
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 or date transfers 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 vehicle barge or transport to the Island. No refunds or cancellations will be permitted if you are unable to book a barge **AFTER** making a reservation.
11. **NO PETS** - No Waves Stradbroke Apartments or Hotel Rooms permit pets on the premises. Guests must not keep or permit any animals on the premises during their stay (certified service animals excepted). Failure to comply will result in a **\$500.00 penalty fee** along with immediate eviction without refund from the property immediately. In this instance, management will not be liable for arranging, or payment for alternative accommodation.
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. All items left behind will only be held at the reception 'Lost Property Box' for a maximum of one month after departure.
13. **BREAKAGES | DAMAGES** - As the guest you are responsible for 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. All rubbish is to be removed. Failure to do so may result in additional cleaning charges **charged in \$65.00 increments**. Management reserves the right to debit the amount from the credit card provided on check-in. On arrival if the Hotel Room fails to meet acceptable cleaning or maintenance standards, please speak to our Reservations Department or a Duty Manager - 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 (3-Bedroom Apartments have one car space and the 4-Bedroom Apartments have 2 car 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** - Apartment guests will receive two access cards on arrival for their stay, and the amount of \$30 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 cards will result in a replacement charge of \$30 per card.

17. **ONSITE POOL** - The pool hours are strictly 7:00am until 7:00pm. 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. **VENUE NOISE** - Please be advised that as we are also a Hotel | Bistro | Bar and all accommodation onsite may be affected by noise. Guests are advised that due to the nature of our business, our Hotel suites can be affected by Bar & Function noise. We are a very busy hotel with a 12:00am license. On any given night, the noise emanating from our business can affect our rooms and the guests staying in them. By agreeing to the Terms and Conditions you acknowledge this "Noise Statement" along with our house rule policies, absolving the hotel from any complaint relating to noise. Upon your arrival you will be required to sign a 'Guest Registration' form which includes acknowledgement of this statement.

20. **CALLOUTS** - Any afterhours callout due to a breach in house rules, will incur a **\$250.00 fee per callout**. Management reserves the right to debit the amount from the credit card provided on check in.

21. **FIRE ALARMS** – In the event of guests triggering a fire alarm, the guest will be responsible for any false alarm and be charged a \$2500.00 callout fee should QFES have to attend site.

22. **GUEST BEHAVIOUR** - Guests and invitees of guests are expected to behave in a manner which is conducive to the safety, comfort and peaceful enjoyment of other guests, neighboring residence, and staff within the property.

Management will consider the following behavior to be a breach of House Rules:

- **Excessive noise after 10:00pm** (note that the term "excessive" is at the discretion of Management)
- **Excessive noise at any time** (note that the term "excessive" is at the discretion of Management)
- Offensive and unruly behavior

- Damage to or destruction of property.
- Improper or unseemly conduct.
- Smoking indoors or in common areas
- Littering
- Any act or omission which, in the opinion of the Manager adversely affects or brings discredit upon the Manager, staff, owner or other guests.

22. REQUESTS - Please note that while we do our best to fulfill booking requests for particular apartments or floors, it cannot always be guaranteed. Unforeseen circumstances such as maintenance issues or change of ownership etc. can mean your booking may be moved to a different apartment of the same configuration. Refunds will not be given for a change of apartment - we are a hotel, and your payment is made for a type of room (eg. Three-Bedroom Apartment) and not one particular Apartment or floor.

PLEASE NOTE: 4 Bedroom Apartment "Seventh Avenue" is strictly an ADULTS ONLY (18+) option. By booking this apartment, you are agreeing that there will be no children or pets on premises and understand that immediate non-refundable eviction will occur pending breaches of this requirement.

If guests do not meet the above criteria when checking in (e.g. no valid credit card offered or photo ID at check) then Management reserves the right to cancel the booking, with the guest incurring a 100% cancellation fee. Any exception to this policy will be at the discretion of Management. In this instance, Management will not be liable for arranging, or payment for alternative accommodation.

Bookings are taken by us as the agent in good faith, however, as the guest you acknowledge at time of booking that we, the agent do not own the property and are only acting on behalf of the owner. The owner can instruct us, the agent to cancel or ask the guest to amend the booking dates at any time. In cases of this nature, the guest will be offered a full refund for their stay or where possible to be relocated within the complex if alternate accommodation is available. If we are unable to find a suitable alternate accommodation, a full refund will be processed. The owner can advise us to cancel any forward bookings at any time. In situations like this, a full refund will be provided to you the guest. We the agent take no responsibility for owner changes or requests.

COVID-19 POLICIES

Unless there is a government mandated lockdown or border closure, all other Covid-19 related booking queries, cancellations and amendments fall within our standard booking Terms and Conditions (point 2 within the document).
