

Regency Beach Club Terms and Conditions

Thank you for choosing to book your holiday accommodation with Regency Beach Club. We hope you have an enjoyable holiday and that you will revisit us soon. To protect all parties involved in the letting of your fully self contained property we ask that you carefully read the following terms and conditions.

Your holiday property is available from 2pm on your day of arrival with a vacate time of 10am on the date of your departure. Any late departures will incur a fee. A maximum of two sets of keys per tenancy can be provided.

A Guest Registration form is required to be completed for all bookings. The registration form requests details of your name, address, drivers licence number and credit card details for security purposes.

A Bond of \$500 per house applies to all guests payable by credit card or cash. The bond is refundable after departure once the house has been assessed for damages. For group bookings, the total bond money will be held to cover damage arising from single or multiple houses. Tenants are required to report all breakages, damage and lost keys to management immediately they become apparent. The tenant will be responsible for any damage incurred to the property by themselves or their guests and the management reserves the right to withhold part or the entire Bond of \$500.00 to cover such damage and to pursue the occupants for any additional damage not covered by the Bond amount.

All occupants of a property booking are jointly responsible for payment of all breakages and cost of repairing all damage caused to the property that they are registered in (or in the event of a group booking, the total houses booked by the group). You are responsible for the conduct of all visitors in your house - please ensure your visitors abide by the House Rules.

Failure to comply and abide by Regency Beach Club Terms and Conditions can result in immediate eviction without any refund of monies paid.

All service changes/Cancellations will be subject to a minimum 1 nights accommodation (\$AUD) cancellation / administration fee. Full payment is due for bookings within 30 days of arrival date; failure to arrange payment will result in cancellation of the booking. Cancellations notified 30 days or less prior to arrival date and where the guest has entered an agreement to make final payment on the day of arrival the guest remains liable for the full payment. Payment will be invoiced to the guest and / or charged to any security held by this service. Cancellations notified 30 days or less prior to arrival date will forfeit the full deposit / money paid. When a booking has been made 30 days or less prior to arrival date and cancelled the full deposit / money paid will be forfeited.

Sorry, Schoolies bookings cannot be accepted as we do not have the policies, procedures or resources to accommodate for these bookings.

No refund will be made for any Unused Portion of a holiday booking.

Sorry we are unable to accommodate your Pets.

There is No Smoking permitted inside the properties. Please dispose of cigarette butts thoughtfully if you smoke outside.

Each holiday property is equipped for a specific Number of Guests. It is against Health Department regulations for more persons to occupy a property than there are beds to accommodate them. No mattresses, tents or caravans, or more cars than the property accommodates are allowed. If a property is reported to be overloaded, the guests will be asked to vacate with no refund made. If required we can arrange cots for young children at an additional charge.

The accommodation and facilities are for all our guests and for the comfort of all Noise Levels must be kept to a reasonable level at all times. Please be aware that sound carries. Should we receive complaints regarding noise levels or disruptive behaviour, as per the Innkeepers Act, we have the right to evict guests and no refund will be given.

The hanging of laundry, beach towels and any other items from balconies contravenes Strata by Laws and is strictly prohibited.

All guests are responsible for keeping the property secure during their stay and will be responsible for any Theft or damage due to neglect in this area. No responsibility is taken for guests personal property left on or near the premises. No Liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond managements or the owner's control. It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situations arise before or during your travel period.

The Management reserves the Right to Enter and inspect the property at any time and for whatever reason.

All properties under Regency Beach Club Management are Privately Owned and are rented on a fully self contained basis. In the event of Faults and or Malfunctions of appliances or inclusions there is no obligation from the owner or Regency Beach Club Management to compensate or discount. Please respect the owner's property and Do Not Move Furniture around. A fee may be charged should this occur. Do Not Move Items from property to property.

When a booking is made, the deposit is accepted for the owner at that time. If the property is For Sale and ownership changes before your holiday we cannot guarantee that the property will remain available. We cannot accept responsibility for decisions made by a new owner. If the property is sold you will be notified. If your property is listed for sale while you are in residence, the occupier agrees to allow the owner or agent to conduct inspections with prospective purchasers at mutually convenient times by appointment.

In the case of refurbishment or the owner's instructions, Rental Rates may be subject to increase without notice. Should this occur you will be notified and given the opportunity to pay the difference in tariff or receive a full refund of your deposit. We will also offer you alternate accommodation if possible.

At times situations arise of which we have no control; Reach Beach Club Management reserves the right to move guests to alternate accommodation, subject to availability, at their discretion or the direct instruction of the property owner. If this is the case, we will notify you as soon as possible.

Should a tradesperson be sent out upon your request to carry out a repair that was unnecessary due to negligence and or misbehaviour, the cost of the call out will be charged to the guest.

Garbage bins are provided with all properties. Please ensure that all garbage is removed from your holiday property and placed in the bins provided.

All Guests are responsible for any loss or damage arising from breakages or other damage to the property or common property during their stay, including any additional cleaning, removal of excess garbage, repairs or replacement of items in the property.

If Keys are lost by guests, the guest is will be charged for the changing of locks and the cutting of 6 new sets of keys.

Our staff will describe the premises, position and furnishings to the best of their ability and in good faith. No responsibility or refunds or discounts for alleged misrepresentation can be accepted

Unfortunately as our properties are so widely spread we are unable to deliver messages to guests.

Left items – If requested we will Endeavour to recover and return items of value inadvertently left in your holiday property, but take absolutely no responsibility for the recovery or return. Postage and packaging costs will need to be paid for in advance; a minimum cost of \$20.00 applies. Low value items found will be held for claiming for a maximum of two weeks and if not claimed will be disposed of.

Internet access is provided for the convenience of guests, Regency Beach takes no responsibility for any security breaches incurred if guest use this service.