

# 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.

Regency Beach Clubs properties are rented for accommodation purposes only- **Functions, parties and gatherings are not permitted** and if evidenced will be closed down immediately and guests asked to vacate. You will also be charged an additional cleaning fee if this happens. If you have a **group booking** (multiple houses booked) please contact the resort reception/managers to avoid any issues.

**Check in-** is from **3pm** on your day of arrival with a vacate time of **10am** on the date of your departure. **Any late departures may incur a fee for every 15mins you are after this time.** A maximum of two sets of keys per tenancy are provided.

**Check-ins-** Reception is open until 5pm any arrivals after this time are to be arranged with the management prior to arrival.

**Guest Registration-** is required to be completed on check in for all bookings.

**Payments-** A 30% deposit is required to secure a booking.

The balance is due 14 days prior to arrival.

A 1.0% service fee applies to all credit card payments.

**Credit Card** – every booking requires credit card details.

**BOND-** A preauth amount will be taken on arrival as a bond security. This amount includes but is not limited to extra costs for things like excess cleaning if house not left in condition it was found. Any damage or breakages caused. Lost/misplaced keys, or if management are called out due to breach of terms and conditions by you or your guests. (ie noise, gatherings etc)

**Group bookings** may require an extra bond by primary contact. If making a group booking please be aware that you are not able to all congregate or get together for gatherings at any of the houses.

**Cancellations-** In the event you may have to cancel the following applies.

**More than 30** days prior to booking date full refund.

**Less than 30** days no refund of moneys paid.

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

NB: If we can rebook the property, a refund may be offered. A deferral may also be offered, but this is at the owner of the property's discretion. All deferrals are valid for 24 months from the date of booking

**Insurance-** We recommend that guests take out comprehensive holiday cancellation and protection insurance to cater for any unforeseen circumstances that may cause guests to cancel their booking or for loss of personal items from properties. 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.

**Each holiday property is equipped and registered for a specific maximum number of guests. Due to Shire regulations it is unlawful for more persons to occupy a property than is registered. If a property is reported to be overloaded, the guests will be asked to vacate with no refund made.** No mattresses, tents or caravans are allowed.

If required we can arrange cots for young children at an additional charge. All occupants of a property booking are jointly responsible for payment of all breakages and cost of repairing all damage caused to the property. You are responsible for the conduct of all visitors in the house – please ensure your visitors abide by the house rules.

If any items of crockery, cutlery or furniture are moved between properties and not returned to the correct property, there will be a minimum of a \$60 fee applied to your credit card to cover the costs of replacing these items.

There is a certain time allowed for cleaning the properties so if the property is not left in a similar condition to which it was found an extra charge will be applied to your credit card for any extra time spent cleaning.

**Internet-** complimentary **WIFI** is available within the resort. This is limited and can be affected by weather and at busy times of the year.

**Noise-** You must be aware of the impact your noise has on other guests within the resort. Noise and music should not impact any other guests so noise levels should be kept respectful during the day and at night after **10pm** please move inside from off the outdoor balconys, shut the doors and turn the music down. If Management should be called to your villa due to noise complaints then you may be charged a callout fee and/or asked to vacate the premises. Resort management reserve the Right to Enter and inspect the property at any time and for whatever reason. Should we receive multiple complaints regarding noise levels or disruptive behaviour, **management have the right to evict guests and no refund will be given.**

**Smoking-** is not permitted inside the properties. Guests are asked to not smoke close to doors and windows and to dispose of cigarette ends thoughtfully by placing them in the bin. If guests do smoke in a property they will be asked to leave immediately and no refund will be given. There will also be up to \$500 cleaning fee applied to your credit card as couches and furnishings will require dry cleaning along with an extra charge for any butts that are not put in the bin.

**Servicing-** As our properties are fully self-contained, they will not be serviced unless your stay is longer than 10 days, this is to be arranged with reception upon check in. For shorter stays this can be arranged at an additional cost. Extra Linen will be provided on request at guests cost. Each property is equipped with full laundry facilities.

**Consumables-** A starter pack is provided for your stay consisting of washing up products/dishwashing/toilet paper along with Tea/coffee/sugar & milk, please note this is only a starter pack & items are not replaced.

**Damage-** all Guests are responsible for any loss or 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.

**Loss of keys-** in the event of lost or non-return of keys the guest will be charged \$60.00 for lost keys and more if locks have to be replaced.

**Left items-** Guests are solely responsible for their belongings whilst staying at the resort. If property is left behind and found they will be placed in the lost property. We can post any lost property to you and the cost will be charged to your credit card. If the property is not claimed in 30 days it will be disposed of. We reserve the right to charge a fee for searching for lost items that you may have left behind even if they are not found by staff.

**Pets-** sorry we do not allow pets of any kind at Regency Beach Club

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.

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.

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 alternate accommodation is not available you will receive a full refund. 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.

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.

**RIGHT TO REFUSE OR REVOKE BOOKINGS-** Regency Beach Club Management and the property owner reserve the right to revoke or refuse to honour any accommodation booking which may in the opinion of either the managers or owner, (and at their sole discretion) be unsuitable for the property concerned. The same right to revoke or refuse a booking applies should guest's details prove to be inaccurate. In such instances a full refund will be given.

**School Leavers-** Sorry we do not allow any Leavers, with or without parents. If any Leavers related accommodation is booked, the full payment will be forfeited at time of check in and you will be asked to leave the resort.