



## Terms and Conditions of Bookings for Holiday Accommodation at Annicca

### 1. DEFINITIONS

"Booking" means the period for which you have paid to stay at the Property.

"Property" means **ANNICCA, Bimbimbi Way, Ocean Beach, Denmark, WA 6333** and all its fixtures, fittings and equipment.

"Management" means the owners and managers of the Property.

"Guests" means the persons who stay overnight in the Property during the Booking. "Visitor" means a person a Guest permits to visit the Property during the Booking as long as this is known to management as extra charges apply for extra beds used.

### 2. ACCEPTANCE & RESPONSIBILITY.

- Payment of the Deposit constitutes acceptance of these Terms and Conditions.

### 3. CHECK IN/ OUT

- Check-in time is not before **2.30** pm on the arrival date and check out time is not later than **10.30** am on departure date.
- Late departure is subject to prior arrangement and availability and extra charges may apply.
- Check-in/check-out and key collection/return procedure will be as follows ...keys will be in the pot under the welcome board...leave keys in the pot where you found them on arrival unless special arrangements have been made prior to arrival.

### 4. PAYMENT

- A deposit of 2 nights (minimum), must be received within **5** days after the Booking is taken by Management. Bookings are not confirmed unless and until this deposit is received.
- Payment in full must be received no later than **7** days prior to your arrival. In high season (December through to end of February and in school holidays) full payment must be made 3 weeks prior to arrival.
- Payments of the amount due must be received in Australian \$ net of any bank or other transaction charges.
- Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice.
- We accept payment by the following methods: direct deposit into the bank account specified, bank cheque or money order.
- Personal cheques will be accepted if received at least 15 days prior to arrival.
- Bank details will be advised to you.

### 5. CANCELLATION OR VARIATION

- If you wish to vary or cancel your Booking please call Marian on 0401676929 or email [mayb@myplace.net.au](mailto:mayb@myplace.net.au) **Immediately.**
- Your deposit is non-refundable in the event of a cancellation if notice of cancellation is less than 4 weeks which enables other bookings to be made. (8 weeks in the high seasons as described above- December through to end of February and school holidays).
- If you have paid more than the deposit or paid in full and cancel your Booking you will be refunded **less the minimum deposit required.**
- Should you be eligible for a refund it will be made through your chosen payment method at time of Booking?
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- An administration charge of **\$35** will be charged for any variation or cancellation.
- If Management is able to re-let the Property for the period cancelled a further refund may be made less administration charges, commissions and expenses.
- We have a minimum night's stay policy of **2** nights. No refund will be made for a variation to the extent that it breaches our minimum night's stay policy.

### 6. SECURITY BOND

- A bond payment of **\$200** is required at the same time as the outstanding balance of your Booking. It will be credited to your designated payment method once our property has been inspected and deemed left in a similar state to your arrival. We agree to ensure this occurs within 7 working days of your departure.



- Any damage, loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the bond. Examples of this include but are not limited to any breakage, damage or excess cleaning requirements, extra guests beyond those declared.

#### **7. UNAVAILABILITY**

- If the Property becomes unavailable for your occupancy due to unforeseen circumstances (e.g. fire, storm, damage, etc.) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

#### **8. PARTIES & FUNCTIONS**

- Parties and functions require prior approval at the time of Booking and special conditions will apply including extra charges, guests remain responsible for persons attending, no disturbance of neighbours, no undue noise, silence when entering and leaving the premises, no behaviour likely to cause damage to property or offence or embarrassment to others, all noise to cease by 12 pm.
- Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

#### **9. LINEN AND TOWELS**

- We supply linen, pillows, blankets and towels which must be left where supplied in the bedrooms or bath room on departure.
- Further linen may be hired through Management. Beach towels are not included.

#### **10. PETS**

- Pets are allowed at the Property. Pet owners are responsible for cleaning up after their pets both within and outside the property. Pets are not allowed on furniture at any time. Any evidence of pets on furniture may incur extra cleaning fees.

#### **11. YOUR OTHER RESPONSIBILITIES**

- You must comply with all applicable Annicca House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbours.
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion)
- Only the guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be charged to you.
- All furniture and furnishings must be left in the position they were in when you arrived.
- The property should be vacated on time and secured. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed.
- You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided at an additional charge of \$20.
- Smoking is permitted in the Property with all safety precautions as per the read before you stay book on the kitchen bench.

#### **12. PROBLEMS OR COMPLAINTS**

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.
- Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.
- Failure to follow this procedure this may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.