

Chandlers Smiths Beach Villas:

Terms and Conditions

Thank you for choosing to book your holiday accommodation with Chandlers Smiths Beach Villas.

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 villa we ask that you carefully read the following terms and conditions.

Chandlers Smiths Beach Villas 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.

Check in-is 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. Our rates are for 2 guests. If additional beds are used they will be charged at the additional guest nightly rate.

Office Hours: Mon - Fri 8.30am - 4.00pm Sat & Sun 8.30am - 1.30pm Public Holidays - closed

A maximum of two sets of keys per tenancy can be provided.

Late check-ins-After reception hours are to be arranged with reception prior to arrival, late key instructions will be forwarded.

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

Payments- First Night accommodation payment is taken to secure a booking. The balance is due prior to or on arrival. Except for Peak Times where further payments are required prior to arrival.

Cancellations- Please ensure you are familiar with our cancellation policy prior to booking.

A cancellation fee of \$50 applies to all cancellations.

We allow 1 date change (subject to availability) - additional date changes incur \$50 fee.

Specific Villa Numbers are not guaranteed.

Christmas school holidays – 50% of deposit (less \$50 cancellation fee) refunded if cancellation received before 1st November. Non-refundable after 1st November.

Easter – 50% of deposit (less \$50 cancellation fee) refunded before 1st December. Non-refundable after 1st December.

Peak periods – Deposit (less \$50 cancellation fee) refunded if notice of cancellation is received 30 days prior to arrival date.

Off peak periods – Deposit (less \$50 cancellation fee) refunded if notice of cancellation is received 10 days prior to arrival date.

Internet- complimentary wireless internet access is provided

Bonds – the guest's credit card details will be taken with authority to debit any amount necessary. This will cover extra cleaning that may be required, damages arising during the duration of the guests stay and late departures. If incoming guests are unable to provide credit card details then a bond of \$500 cash is payable before or on arrival.

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

All occupants of a villa booking are jointly responsible for payment of all breakages and cost of repairing all damages caused to the property. You are responsible for the conduct of all visitors in the villa – please ensure your visitors abide by the house rules. Visitors cars are NOT permitted in our carpark.

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. If the property is not left neat and tidy an extra charge will be applied to your credit card or deducted from your bond.

Noise-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. After 9.30pm all noise must be kept to a minimum. The Management reserves the Right to Enter and inspect the villa at any time and for whatever reason.

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. A call out fee of \$50 applies to noise complaints and lost keys.

Pets- sorry we do not allow pets of any kind at Chandlers Smiths Beach Villas

Smoking- is not permitted inside the Villas or on the balconies. Guests are asked to only smoke in the carpark area 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.

Servicing-As our properties are fully self-contained, they will not be serviced unless your stay is longer than 7 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.

Laundry is located next to reception and change for the washer and dryer is available from reception.

Consumables-A starter pack is provided for your stay consisting of dishwashing liquid, toilet paper and bathroom products as well as Tea/coffee/sugar & milk, please note this is only a starter pack & additional items can be purchased from reception.

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.

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 \$30.00 and if locks are required to be changed an amount of \$200 will be charged.

Left items- items found will be held for claiming for up to a month and if not claimed after that time they will be donated to charity.

At times situations arise of which we have no control; Chandlers Smiths Beach Villas reserves the right to move guests to alternate villas, subject to availability, at their discretion or the direct instruction of the management. If this is the case, we will notify you as soon as possible.

Accommodation 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.

In the event of Faults and or Malfunctions of appliances or inclusions there is no obligation from Chandlers Smiths Beach Villas to compensate or discount.

RIGHT TO REFUSE OR REVOKE BOOKINGS- Chandlers Smiths Beach Villas 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.