

# BOOKING TERMS AND CONDITIONS FOR 13 WYUNA DRIVE, NOOSA SOUND

## Bookings

To secure a reservation, 50% deposit of the total tariff is required within 24 hours (by the end of the next business day) of making a booking if the booking is made within six (6) months of the stay.

If a booking is made outside of six (6) months from your arrival date, a non-refundable \$200 holding deposit is required within 24 hours of making the booking. Should the deposit not be paid by this time, the booking will be automatically cancelled. 50% of the total tariff will then be required six months prior to your arrival date.

Changes and alterations to any booking can only be made up to 90 days outside of your arrival date. Any changes made within 90 days of your arrival date attracts the same conditions as a cancellation.

The balance of monies is due on arrival. We prefer payment to be made by direct deposit. Should you wish to make payment by any other method, please contact us a few days prior to your arrival.

Credit card details will need to be taken upon arrival and these will be kept on file as security and destroyed four days after departure, once the property has been inspected. If no credit card is available, we require a \$500 cash security deposit and a receipt will be issued at time of payment. After departure we will inspect the property and if everything is found to be in order, a refund of the cash security deposit will be made to your nominated bank account. Where a guest is found to be liable for damages or outstanding charges and the amount is greater than or less than the signed security deposit, the guest will be charged accordingly.

PLEASE NOTE: KEYS WILL NOT BE ISSUED UNTIL CREDIT CARD DETAILS HAVE BEEN TAKEN OR A CASH SECURITY DEPOSIT HAS BEEN PAID.

## Cancellations

In the event of a booking cancellation for any reason whatsoever within 6 months of the stay, it shall be a condition that no refund of the deposit shall be made unless and until the premises are re-let for the full rental of the proposed occupancy, then a service fee of 12% of the deposit held shall be charged to the person cancelling the booking.

Please note that there is no refund available of the \$200 holding deposit once this has been paid. Refunds cannot be made to credit cards.

### **Linen and Cleaning Changes**

Properties are serviced every 4 days for stays of 7 days or longer. Should you require additional services, please contact us prior to your arrival and we will arrange this for you.

### **Telephone**

A telephone is available for your use, however this is limited to making local calls and receiving incoming calls only.

### **Weddings, Parties, Functions etc.**

Our property is to be used for holiday accommodation only. A charge of \$5,000 will be incurred should **any type of function** be held in the property without the owners' prior consent.

Unfortunately, if damage occurs, additional cleaning and/or replacement costs will be charged.

### **Keys**

For security reasons, lost keys will incur a complete re-key of the locks at the guests' expense.

### **Animals**

Our property is pet friendly, however if you do wish to bring any animal into our holiday house, you must first check with us. A fee must be paid to cover the cost of Pest Control, to be conducted on departure.