

## Occupancy Agreement & Terms and Conditions

Please note by confirming your reservation you enter into an Occupancy Agreement and agree to our Terms and Conditions as outlined below.

### Reception & Key Collection

Please collect keys from our central reception which is located within the Maloney's Real Estate office, at the corner of Giles and Jardine Street, Kingston.

Reception hours are:

08.30-5.30 Monday – Friday

\*WEEKEND/ PUBLIC HOLIDAY ARRIVALS: If your arrival falls on a weekend or public holiday, our office will be in touch on the last Wednesday (in most cases) prior to arrival, to request ID for security. Once received, you will be provided with safe code information for key collection outside of hours via SMS and Email.

\*OUTSIDE OF HOURS ARRIVALS FOR BUSINESS DAYS: If you believe you will be arriving outside of hours on a business day, it is your responsibility to inform Accommodate Canberra of a time and send through identification - a safe code will then be provided (on the day of arrival) via SMS and Email. If we have not heard from the guest with an arrival time by 4.00pm on the day of arrival, the reservation may be treated as cancelled. If we are aware of a late arrival and ID has been received prior to the day of arrival, you will be sent safe code information on the day of arrival.

### Key and Access Pass

All keys and access passes collected upon check in need to be returned to our reception by 10.30am on your departure day, unless otherwise arranged with one of staff members. Keys cannot be left in the apartment, or the apartment mail box.

### Check In and Check Out Time

Check in is from 2.00pm and check out is at 10.00am.

Early arrival and late checkout can be arranged, subject to availability.

### Inclusions

Weekly housekeeping and linen service is included in your rate for stays exceeding 7 days. One to two allocated car spaces and the cost of utilities is also included in your rate.

Depending on your location additional facilities may also be offered including heated swimming pool, spa, sauna and fitness centre. Please check your inclusions when confirming your reservation as not all complexes have these facilities on offer.

### Payment Options

Your credit card details are kept on file for occupancy fee and any incidental charges. A photocopy of your credit card and your photo identification (licence and passport) is required before or upon check in.

### Electronic Funds Transfer

Account name: Accommodate Canberra Trust Account  
BSB: 182-222  
Account: 302049473  
Reference: Please use your FULL NAME as reference.

### Credit Card

PLEASE NOTE THERE IS A SURCHARGE FOR CREDIT CARD PAYMENTS AS FOLLOWS:

Visa and MasterCard 1.5%

American Express 3.03%

Diners 3.773%

This amount will be added to your tariff.

For credit card payments we require the following information:

Credit Card Type:

Credit Card Number:

Expiry date:

CVV No: Security Code (back of card last three digits):

Name on card:

### Credit Card Pre-Authorisation

All credit or debit cards are pre-authorised an amount of \$1.00 (AUD) on arrival.

### Bank cheque or Money order

Business cheques only: Please send cheques to PO BOX 5044, Kingston ACT 2604 payable to Accommodate Canberra.

### Cash

Cash is not accepted

### Incidental Charges

Credit Card details are held to secure the reservation and for any incidental charges that might occur.

You irrevocably authorise Accommodate Canberra to charge the credit card should any incidental charges be incurred.

Incidental charges include charges occasioned by late checkouts, misuse of internet modems, failure to return keys and rectification of any damage caused to the property.

### Payment Policy

For short term stays (0-28 days) Payment is to be made by or on arrival. If paying via EFT, please allow a few days before arrival for this to clear in our account. If not received by arrival, and remittance advice not presented, payment may be deducted from the Credit Card on file.

Credit Card details are required to confirm the reservation.

You irrevocably authorise Accommodate Canberra to charge the credit card should the account not be settled in full upon departure.

For long term stays (28 days+) An instalment of two or four weeks (whichever is preferable to the guest) is due upon arrival. Thereafter the accommodation fee must be paid fortnightly or monthly in advance, unless otherwise agreed. Your account should remain in credit at all times.

Credit Card details are required to confirm the reservation.

You irrevocably authorise Accommodate Canberra to charge the credit card should the account not be settled in full upon departure.

### Online 'Booking Button' Reservations

When booking via our website using the online 'Booking Button', all fields must be filled out where applicable. Credit Card details will be taken to secure the reservation and 100% payment is due upon arrival – unless over 28 nights, where you then have the choice of fortnightly or monthly instalments.

Our cancellation fee, as listed below, applies to online reservations as well as direct reservations.

Please note: Credit Card and Online booking fees are non-refundable.

### Cancellation Policy & Non Arrival Fee

A cancellation fee equivalent of two nights will be charged for bookings cancelled on or within 7 days prior to check in. No cancellation fee will apply if notice of a cancellation is given 7 days or more prior to the scheduled check in.

### Amendments to bookings

Your stay can be extended subject to availability of the apartment you occupy. Should the apartment be unavailable Accommodate Canberra will endeavour to offer an apartment of a similar standard and location – however, this cannot always be guaranteed.

A reduction in your planned stay will incur a fee equivalent to 2 days accommodation fee if less than 7 days' notice is given and the planned stay is terminated more than 2 days before the booking would otherwise finish.

### Room Allocation

Should an apartment become unavailable due to an extension of reservation, maintenance or any other reasons, Accommodate Canberra will endeavour to allocate an apartment of a similar standard and location for the reservation to the best of our ability.

### Early Check-in

Check-in time is from 2pm. Early check-in can be arranged but is subject to availability. If the apartment is occupied the night before your arrival, early check-in will not normally be available. If you require an early check in, please advise us at least 48 hours in advance.

### Late Checkout

Normal check out time is 10am. Late checkout can be arranged, but is subject to availability.

If the apartment is booked for another guest the day of your checkout, a late checkout will not normally be available. If you require late checkout, we can happily provide this if the apartment is available. We usually cannot foresee whether the apartment is available for a late check-out until 48 hours before the day, please do not contact us for this request before this time. A late check-out (if available) can be allowed free of charge until 12pm. A charge of \$20 per hour applies from 12pm up until 5pm, from 5pm you will be charged a one night fee.

### Smoking Policy

All Accommodate Canberra properties have a smoke-free policy. Curtains and carpets may need to be cleaned to eradicate all smoking odours. Should this occur you will be charged at the full commercial rate for all necessary cleaning.

### Housekeeping Service

Housekeeping and linen service is provided for your comfort. Housekeeping days fluctuate during your stay depending on occupancy. Please note that if you decline a scheduled housekeeping service your apartment may not be serviced that week and will only be serviced the following week.

Should you wish to require additional housekeeping or linen service please contact us. Additional housekeeping (including linen) charges are \$155.00/one bedroom and \$175/two bedroom and \$195/ three bedroom apartment including linen service.

### Check out Procedure

Upon check out we ask you to vacate the apartment by 10.00am, unless otherwise agreed.

Please return the keys to our office or the return safe, located on the corner of Giles and Jardine Streets, Kingston. Safes will be found in cement shelving to the left of Maloney's Office reception doors.

Please do not leave any food items in the fridge or pantry and dispose of rubbish in the receptacles provided. We thank you for leaving the apartment in a clean and tidy condition.

Failure to leave the apartment in a reasonable state of cleanliness upon check out may result in additional cleaning charge calculated on the cleaner's hourly commercial rates.

In the event keys and access passes are not returned a minimum of \$200.00 fee will be charged for replacement. This is necessary because we will need to change locks and access codes to the apartment and this will be charged at commercial rates. If it is impractical to return the keys and passes by 10.30 am you must immediately notify reception.

### Compensation

You are liable to compensate for any damage to the premises or its contents where such damage is caused by the negligence or wilful conduct of the guest or by any person who the guest allows or permits to be on the premises. You irrevocably authorise Accommodate Canberra to charge your credit card to rectify any damage.

### Obligation of Occupant

The obligations of the occupant are to:

- Ensure the accommodation is locked and secure when unoccupied;
- Maintain the accommodation in a reasonable state of cleanliness;
- Report any defects as soon as practicable;
- Reimburse Accommodate Canberra/pay for any damage caused by misadventure, negligence or wilful act;
- Take reasonable care of the premises and its contents;
- Not use the premises for an illegal purpose;
- Not to cause or permit a nuisance or interfere with the quiet enjoyment of occupants of nearby premises;
- Not to assign any benefit of this agreement to a third party.
- Meet our payment terms

### Obligation of Accommodate Canberra

The obligations of Accommodate Canberra are to:

- Ensure the premises are clean and tidy at the commencement of the accommodation period;
- To fix, repair and make good any defects notified to it by the occupant as soon as practical;
- To provide the occupant with all invoices relating to accommodation and incidental charges incurred.

### Inspection

A representative from Accommodate Canberra may attend the premises, with or without notice, for the purpose of ensuring compliance with the mutual obligations of itself and the occupant under this agreement.

### Internet

Accommodate Canberra can supply wireless modems to facilitate computer use. Accommodate strives to achieve but cannot guarantee that wireless internet access or quality reception of it will be available. The cost is \$20.00 per day or \$60.00 per each completed 7 days.

Guests can use a maximum of 4GB per week/15GB per month. Guests will be charged \$30.00 per GB over allowed usage. We do not bar devices once allowance has been reached, please be aware of usage metre when collected and keep checking throughout stay to ensure you will not be charged these excess charges.

Modems will be supplied on request at the same time you are issued with the keys to the accommodation. For after-hour/weekend arrivals, please request internet before arrival and this will be left in apartment for your use on arrival. Modems must be returned with the keys during office hours, for departures before office hours or on weekend modems must be left on kitchen bench of accommodation in its case with instructions and charger.

Failure to return/leave the modem in an undamaged and operative state, within 24 hours of completion of your occupancy agreement, will result in a replacement charge of \$360.00. Modems are not to be used to access material which is unlawful to access under ACT or Commonwealth law.

### Termination

This agreement may be terminated by Accommodate Canberra if the occupant fails to meet any of its obligations under this agreement and the occupant must immediately vacate the premises once notice of termination is given.

### **NOT A TENANCY AGREEMENT**

This agreement does not and is not intended to create a residential tenancy agreement nor any rights which attach to such a tenancy.

### Indemnity

The occupant acknowledges that Accommodate Canberra is not liable for any loss or damage caused to the occupant (or any guest of the occupant) unless such loss or damage is caused by the negligent or wilful act of Accommodate Canberra or any of its employees or contractors.

The occupant is liable for any monetary loss or damage caused to their property (or the property of any of their guests) in the event of theft or any other event occasioned during the term of this agreement and indemnifies Accommodate Canberra in the event such loss or damage occurs.