

## **Booking Confirmation and Occupancy Agreement**

**PLEASE READ THIS AGREEMENT IN ITS ENTIRETY**

### **THIS IS 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.

### **Contacts**

Please call 02 6295 9430 during business hours for general enquiries.

Our after-hours line is 0418 588 626 and is strictly for emergencies ONLY. In the event that this number is used for non-emergency issues you may be charged a \$100 fee (i.e. slow internet speeds do not constitute an emergency).

# 1. Check In & Key Collection

## 1.1 Pre-Arrival & Online Registration

All guests are required to complete an online registration at least 3 business days prior to your arrival. You will be asked to upload a photo of your Identification (licence or passport) and a card for incidentals (this is required even though you have pre-paid). You will be sent an email 7 days prior to your arrival with instructions to complete this, please keep an eye out for this and check your junk mail if not received. A virtual signature is also required at the bottom of the page.

Please advise us of your estimated arrival time in advance. If this is not completed prior to your arrival we will be unable to give access to your apartment.

## 1.2 Check in is from 2pm

Keys must be collected from our central reception located at Unit 7 15 Trench Street Kingston. Reception hours are 9:00am to 5.00 pm Monday – Friday (excluding public holidays).

When collecting within these hours - our office is located on the ground floor of the Griffin apartment complex - right next door to the Laverty Pathology office (Unit 7 15 Trench Street Kingston).

## 1.3 After-hours Arrivals

If you are arriving outside these business hours listed above - Keys will be placed in the after-hours safe box which is located on the Corner of Giles and Jardine Streets, Kingston - outside Maloney's Real Estate. A safe code with instructions will be sent out to you on the day of your arrival - only once the online registration has been completed.

- 1.3.1 Please sign the booking slip on arrival where marked and put in the adjacent return safe through the open slot
- 1.3.2 Instructions to locate your apartment and parking (where available) will be provided with your keys in your welcome pack that has your name clearly marked on the front of the envelope
- 1.3.3 Please ensure the safe is locked and closed after removing your package. Keys are not to be handed to any other guests waiting, you are to lock the safe and let them open the safe with their individual code

## 1.4 Keys, Remotes and Access Passes

All keys and access passes collected upon check in need to be returned to our reception in Kingston by 10.30am on your departure day, unless otherwise arranged with one of staff members.

By signing this document you are signing for responsibility of damages, loss and theft of keys, remotes and access passes provided during your stay whilst in your possession.

## 1.5 Keys cannot be left in the apartment, or the apartment mail box.

## 2. Inclusions

### **2.1 Housekeeping and Linen Service**

Weekly housekeeping and linen service is included in your rate for stays exceeding 7 days unless agreed with a negotiated rate. If your services occur fortnightly it is your responsibility to maintain the apartments cleanliness on the off week. Allocated parking (where available) and the cost of utilities is also included in your rate.

### **2.2 Facilities**

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.

## 3. Payment Options

### 3.1 Payment Details

Your credit card details are kept on file for occupancy fee and any incidental charges until your departure. A photocopy of your credit card and your photo identification (licence and passport) is required before or upon check in. For short term bookings, payment will be charged 7 days prior to your arrival.

### 3.2 Credit Card

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

2. Visa and MasterCard 1.75%
3. American Express 2%

This amount will be added to your tariff for direct and online bookings.

For credit card payments we require the following information:

Name on card

Credit Card Type

Credit Card Number

Expiry date

CVV No

Security Code (back of card last three digits)

Credit Card Pre-Authorisation

**All credit or debit cards may be pre-authorised an amount of \$100.00 (AUD) on arrival.**

### 3.3 Electronic Funds Transfer

**Please advise if you would like to pay via bank transfer more than 7 days prior to your arrival so we can note on your file and provide details on invoice. If we are not aware prior to 7 days before your arrival date your card will be charged.**

Please note there is no surcharge for paying via bank transfer.

### 3.4 Cash

Cash is not accepted

## 4. Payment Policy

### 4.1 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.

### 4.2 Short-term Stays

For short term stays (0-28 days) Payment is to be made 7 days prior to arrival. If paying via direct bank transfer, 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.

### 4.3 Long-term Stays

For stays of 28 days or more:

- 4.2.1 Discounted and weekly rates only apply to stays of 28 days or more;
- 4.2.2 Changes reducing the length of stay to a period of less than 28 days (or cancelling the entire booking) will incur a 7-night cancellation fee and the cost per night will revert back to the standard rate applicable to the number of nights stayed (i.e. 3 night stays will be charged at the 3 night rate and a 7 night cancellation/amendment fee will be added).
- 4.2.3 If paying a reduced weekly rate all service cleans will be done fortnightly unless alternate arrangements are made in writing.
- 4.2.4 A minimum instalment of one week is due 7 days prior to arrival. Thereafter the accommodation fee must be paid weekly, fortnightly, or monthly in advance, unless otherwise agreed. Your account should remain in credit at all times.
- 4.2.5 If you opt for Accommodate Canberra to charge your card (please note surcharges listed above), it will remain one week in advance and then be charged on your preferred frequency on a Monday. e.g. weekly on a Monday
- 4.2.6 If payment is not kept one week in advance at all times you will be given 24 hours' notice to arrange payment otherwise the agreement will be terminated and you will be forced to vacate the property immediately
- 4.2.7 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.
- 4.2.8 If you are not receiving weekly housekeeping services, it is the guest's responsibility to upkeep the apartment on the off weeks to avoid build up, this includes cleaning showers regularly to avoid build-up of soap scum/mould and preventing shower cancer.

## 5. Cancellation & Amendment Policy

### 5.1 Cancellations & Non-Arrivals

For bookings 2-28 nights 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.

### 5.2 Amendments

Bookings 28 nights + 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 7 days accommodation fee if less than 14 days' notice is given and the planned stay is terminated more than 2 days before the booking would otherwise finish.

### 5.2 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.

### 5.3 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 be available. If you require an early check in, please advise us 48 hours in advance.

### 5.4 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 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 11am. A charge of \$50 per hour applies from 11am up until 2pm, from 2pm you will be charged a one-night fee.

## 6. Smoking Policy

### **6.1 No Smoking**

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.

## 7. Pets Policy

### **7.1 No Pets**

All Accommodate Canberra properties have a strictly pet - free policy. If you are found to have a pet in an apartment including on balconies, charges will occur as necessary.



## 8. Housekeeping Service

### 8.1 Housekeeping and linen service

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.

On a service, housekeeping will only do the following;

- \* Change all linen
- \* Clean bathroom including all toilets
- \* Wipe over kitchen surfaces
- \* Vacuum and Mop floors

### 8.2 Occupant's Responsibility

It is the occupant's responsibility to maintain:

- \* A clear path for housekeeping to proceed with their duties (they will not move or lift any personal items of the occupant - if these are in the way housekeeping may not be able to clean the area)
- \* Take all rubbish out on a daily basis and maintain a neat and tidy property
- \* Ensure the fridge is not left with any soiled foods
- \* All dishes are the guest's responsibility - all properties have dishwashers for your convenience
- \* Housekeeping do supply a standard amount of toiletries and condiments - it is up to the occupant to purchase more if required
- \* Ensure the bathrooms are maintained in between services (if not done weekly) and kept mould free

### 8.3 Additional Services

Should you wish to require additional housekeeping or linen service please contact us to confirm additional pricing and availability.

## 9. Checkout Procedure

### 9.1 Check out is at 10am

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 (safe 3), 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**

### 9.2 Missing Keys

Keys cannot be left in the apartment, or the apartment mail box. Keys that are not returned to the office will incur a minimum \$200 charge.

# 10. Damages & Incidentals

## 10.1 Additional Cleaning

Additional cleaning charge is calculated on the cleaner's hourly commercial rates.

## 10.2 Missing Keys

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 so we can try to find a solution.

## 10.3 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:

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

## 10.4 Our Obligation

The obligations of Accommodate Canberra are to:

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

## 10.5 Inspections

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.

## 10.6 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.

# 11.Carparking

## **11.1 Unavailable Carpark**

If you find another resident has parked in your allocated spot, we suggest you leave a note on their car asking them to leave as the car parks are not policed and we unfortunately do not have any control.

Then you would just park in a nearby spot and leave a note on your car also with your mobile just in case you are in someone else's allocated spot.

## **11.2 Secure Carpark**

Please be aware that although our car parks are noted as secure, Accommodate Canberra will not be liable for any damage or theft. Please ensure that you do not leave any valuable items or keys in the carpark and ensure your car is locked at all times.

## 12. Termination

### **12.1 We reserve the right to 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.