

BOOKING TERMS & CONDITIONS

Thank you for choosing to stay at Latitude 35°5, Goode Beach.

Please take a few moments to read the following Great Southern Holiday Properties conditions of letting:

Tariffs

1. A deposit of 50% of the total cost of your booking is required upon reservation to ensure that your booking is confirmed. When booking within 4 weeks of booking commencement date full payment is required.
2. Full payment of booking is required at least 14 days prior to commencement date – payments can be paid by direct deposit or credit card (VISA, MASTERCARD and AMEX). Please note payments made by credit card will incur a 1.8% merchant fee.
3. If for any reason your payments are not received by the due dates, Great Southern Holiday Properties reserves the right to cancel your booking and apply appropriate cancellation charges (see clause 4 cancellation conditions).
4. Tariffs quoted are correct at time of booking and are subject to change without notice.

Security Deposit

1. A pre-authorization of AUD 750.00 will be made to your nominated credit card 1 day before check-in and released 7 days after departure.
2. Great Southern Holiday Properties reserves the right to make claims on the security bond if the terms & conditions are not met, resulting in loss, extra cleaning, damage, expense of inconvenience.
3. Should any claim for damages be made by Great Southern Holiday Properties, a tax invoice will be issued.
4. Great Southern Holiday Properties, may deduct monies from the guests' credit card to cover any additional costs beyond those of the security deposit amount.

Guest Responsibilities

1. The person nominated on the booking is responsible for all guests staying at the property.
2. A maximum of 8 guests may stay over-night at the property. No more than the registered number of guests is to occupy the premise, as each holiday property is equipped for a specific number of guests. It is against WA Dept of Health regulations for more persons to occupy a property than there are beds to accommodate them. No extra mattresses are to be brought onto the property. If the property is reported to be overloaded, the booking will be terminated, and guests will be asked to vacate with no refund made.
3. Guests must comply with any reasonable direction of Great Southern Holiday Properties. The booking will be terminated if any guest fails to comply after receiving a warning.
4. All guests must conduct themselves in a proper manner so as not to cause a nuisance, including excess noise, or interfere with the use or enjoyment of the property for other occupiers or neighbouring properties. Unruly, loud or offensive behaviour will not be tolerated. If complaints are received this may result in termination of the booking and loss of unused balance of accommodation.
5. Parties and Functions are strictly prohibited unless with mutual agreement and notification by the guest is verified. Immediate termination of the booking without refund may result.
6. The property must not be used for unlawful purposes.
7. Strictly no tents or caravans are permitted on the property.
8. Furniture is not to be moved around. Items are not to be moved from room to room or property to property. A fee will be charged should this occur.
9. Any areas designated as private by the owners are strictly out of bounds.
10. A guest information folder is provided at the property for your convenience. It contains contact information for staff and tradespeople in the event of any serious emergency outside office hours, along with simple procedures which may enable you to remedy minor problems such as power outages. After hours call out may incur a fee of \$70 incl. GST or greater.
11. It is the guest's responsibility to maintain the cleanliness of the property during the lease period.
12. Smoking inside the property is prohibited, this includes on the balconies. Guests must discard cigarette butts into the rubbish bins. Cigarette butts discarded into garden beds may incur an additional charge for cleaning.
13. Guests must not jump on beds. Damage resulting from children jumping on beds will be at the cost of the guest.
14. Departing guests must leave the property clean & tidy. This includes emptying the rubbish bin, putting any dirty dishes in the dishwasher and running a clean cycle, emptying and cleaning of the refrigerator, oven & microwave, cleaning of the BBQ, leaving the beds neatly folded back, turning off the lights & cooling/heating appliances.

15. The cost of a standard clean is included in the tariff charged. Great Southern Holiday Properties reserves the right to recover any costs above the standard clean from guests at or following a departure where the property is deemed to have been departed by guests in an unfit manner.
16. Guests are to follow the City of Albany guidelines regarding recycling and waste. A summary can be found in the property guest guide.
17. 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.
18. Whenever guests leave the property, please make sure to close and lock all doors and windows to maintain security and prevent rain and water damage.
19. Damage to the property or its inclusions by guests or their visitors, other than fair wear and tear, must be reported to our holiday rental staff as soon as possible and arrangements made to pay for the cost of repair or replacement.
20. If keys and/or remotes are lost, a fee of \$55 incl. GST will apply for lost keys, with an additional charge of at cost (tax invoice provided) per garage remote (if applicable).
21. No liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the agent or owners' controls. No responsibility is taken for guest's property left on or near the premises. It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situations arise before or during your travel period.

Cancellations

1. If a guest cancels a confirmed booking more than 30 days prior to commencement, the deposit will be returned less a \$100 incl. GST administration fee.
2. If a guest cancels a confirmed booking less than 30 days before arrival prior to commencement, 50% of paid prepayments will be returned less a \$100 incl. GST administration fee.
3. If a guest cancels a confirmed booking less than 14 days before arrival prior to commencement, no refund of paid prepayments will be issued.
4. No refund is made on the unused portion of tariffs if guests vacate the property prior to their departure date.
5. In the event of advanced bookings being cancelled by the owner and/or agent, a full refund will apply.
6. Due consideration will be given, in consultation with the owner, to any cancellation at any time occasioned by exceptional circumstances.

Change of Dates

1. For a change of accommodation dates, more than 30 days prior to arrival a \$100 incl. GST administration fee will apply and subject to availability.
2. For a change of property, less than 30 days prior to arrival, Cancellation clause 2 applies.
3. No fee will apply to extend the dates of your holiday booking; however, this is subject to availability.

Arrival / Departure Times

1. Arrival time is from 2pm on the day of arrival and departure time is strictly 10am on the date of departure. Extended stays may be permitted, if available, and prior arrangement has been made. A fee may apply for late departures if no prior arrangements are made.
2. At time of departure, please check the property and ensure you take all your belongings with you. Please ensure the property is securely locked with windows, balcony doors and garage door closed and locked.

Linen

1. The property is fully self-contained. Linen, bedding and towels are supplied. Upon departure, please leave all items as supplied at the property.
2. The property is not serviced, but additional cleaning and linen changes can be arranged upon request for bookings of 4 nights or more and mutual agreement at an additional charge,
3. Linen must be used on all beds being used by the guest.

Parking

1. Guests may only park vehicles in the designated areas (red bitumen).
2. Guests are not to park or drive on the lawns.

Pets

1. Pets are NOT permitted on the premise.
2. If pets, are found on the premises, the booking will be terminated, and guests will be asked to vacate with no refund made.

Faults or Problems

1. All holiday properties under Great Southern Holiday Properties' management are privately owned and are rented on a fully self-contained basis. In the event of faults and/or malfunctions of appliances or inclusions, there is no obligation from the owner or Great Southern Holiday Properties to compensate or discount.
2. Great Southern Holiday properties will accept no responsibility for any inconvenience with machinery breakdown. The agent's best endeavours to repair, replace or hire an alternative will be undertaken.
3. If a situation arises which we have no control over, Great Southern Holiday Properties reserves the right to move guests to alternative accommodation (subject to availability) at the direct instruction of the property owner. If this is the case, we will notify all guests as soon as possible and make every reasonable effort to make sure that they are satisfied with their new address.
4. Should a tradesperson be sent out upon a guests request to carry out a repair that was unnecessary, the cost of the callout will be at the guests' expense.
5. Guests must inform Great Southern Holiday Properties immediately if the property is not clean to a satisfactory level at time of check-in, otherwise, they are deemed to have accepted the property in the condition of arrival.
6. Left items – if requested we will endeavour to recover and return items inadvertently left in a holiday property, but we take no responsibility for the recovery or return of these items. Postage and packaging and the cost of sending out a staff member to search for the item will need to be paid in advance, a minimum cost of \$27.50 incl. GST applies at the guests' expense. Low value items will be held for claiming, if returned to our office, for a maximum of 2 weeks and if not claimed will be disposed of.
7. Great Southern Holiday Properties may inspect the property with reasonable notice and at any time without notice if there is any belief that there has been a breach of these conditions herein.
8. If the occupancy ends or the holiday stay is terminated, guests must immediately vacate the property. Great Southern Holiday Properties is authorised to do whatever is lawfully required to enforce the eviction of any guest and removal of guests' property.
9. Free WIFI internet is available at the property, Great Southern Holiday Properties and the Owner will not be held liable for internet speed or quality of internet service from the internet provider. Any service difficulties, once reported to the property manager will be relayed to the service provider for rectification.
10. New building and renovations are common in Albany and the Great Southern. Unfortunately, the notification of surrounding property owners/managers of such work is not a common practice. If we are aware of work that will adversely affect your stay, we will advise you prior to arrival. Where building or other work, of which we were not aware, does adversely affects your stay we will attempt to minimise its effect, but cannot be held responsible for the any disturbance or inconvenience caused.

Disclaimer

- a. When a booking is made, the deposit is accepted for the Owner at the time. If the property is for sale and the ownership changes before your holiday, we cannot guarantee that the property will remain available. A full refund will be provided if this is the case.
- b. Great Southern Holiday Properties has endeavoured to maintain the accuracy of the content with their websites. However, from time-to-time aspects of the content may be out of date. Certain information is provided by others including, owners, and for that we accept no responsibility for its accuracy.
- c. Great Southern Holiday Properties acts as the letting agent on behalf of the owners and in accordance with the owners' instructions. Great Southern Holiday Properties reserves the right to take appropriate remedial action and/or seek compensation for any serious breach of these conditions of letting.