

STANDARD TERMS & CONDITIONS

To maintain a good standard for our guests we require certain conditions to be complied with. We appreciate most will respect our property but the occasional abuse requires that we state the following conditions.

Deposit & Payment

Deposit Bond of 1 night's accommodation is required to secure the booking. Payment of the rental deposit bond constitutes the client's acceptance of these Terms and Conditions. Balance of the rental amount must be received in full prior to check-in.

Security Bond of \$1000.00 is payable at the same time as the balance amount. The security bond will be refunded within 14 days in full subject to the conditions stated herein being met. It is designed to cover any additional costs incurred including but not limited to, any breakage, damage or excess cleaning requirements. Extra guests beyond those declared may be subject to additional charges.

Number of Guests should not exceed the number stated on the Confirmation Notice or subsequently agreed in writing or email. Fees will apply for excess guests not agreed with the owners in advance.

Parties and Functions are strictly prohibited. The price charged is for domestic use only and not commercial. Accordingly, this rate does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Use contrary to this may result in loss of your security bond and/or additional payments.

Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination of rental and loss of security bond.

Departure - the property should be left in a similar state to its condition on arrival. Check-out time is 11.00 am by the latest, to allow time to prepare property for next guests.

Damage, Breakages, Theft and Loss are the tenant's responsibility during their stay.

Pets are not allowed

Loss - "Mandurah Luxury Apartments" take no responsibility for the tenant's personal property.

Cancellation Charges

- If notification of cancellation is received **less than 14 days prior to check-in date**, deposit bond is not refundable unless the house is re-let for the entire period. If a refund is made due to the property being relet then an AUD 50.00 cancellation fee per transaction will apply.
- If notification of cancellation is received **between 14 and 28 days prior to check-in date**, there will be no cancellation charge except for administration fee of AUD 50.00.
- If we receive your notification of cancellation **29 days prior to check-in date**, there will be no cancellation charge.
- If **we DO NOT receive any cancellation** notification - There will be 100% of the total invoice charged. There will be no refunds.
- **No Show** will be charged at 100% of the total invoice. There will be no refunds
- Amendment is **only allowed if it is more than 14 days prior** to the check-in date. Otherwise, cancellation policy will be followed.
- Please note that refunds will be made in the form of a electronic transfer to your account.
- For more information on the refund, please contact us by email info@mandurahluxuryapartments.com.au

Payment Details

All payments to BSB 016-454 Account 4992 38279 Taylors Engineering