

ILUKA Holiday Apartment

Unit 8, 2 Beach Road, Dolphin Heads

Tom Casey & Cathy Knezevic

PO BOX 383, AIRLIE BEACH QLD 4802

Ph: 07 4946 1116

Tom: 0418 193 533

Cathy: 0418 722 523

E: enquiries@mackaybeachaccommodation.com.au

W: www.mackaybeachaccommodation.com.au



TERMS AND CONDITIONS

Bookings: Quotations – are subject to availability and are not guaranteed until receipt of the deposit, confirmed in writing. All care is taken when quoting, however if there is a miss-quote or an incorrect price advertised the owner reserves the right to refuse the booking or terminate the agreement. Booking Requests are subject to availability and confirmation in writing.

Usage – the premises are let to you for accommodation purposes ONLY and only for the period stated on the receipt. NO weddings, parties or large gatherings are allowed. The number of people occupying the premises must not exceed the number of people that were initially booked and/or has beds provided for.

Payment of bookings: To secure a reservation, 25% deposit of the total tariff is required at time of booking. Should your deposit not be paid by this time, the booking will be automatically cancelled. If a booking is made within a month of the booking date, the full amount is required. Balance is to be paid prior to arrival. We accept credit card (VISA MC) and direct deposit. **Please note credit card payments incur a 2.0% surcharge.**

Please Note: The deposit constitutes acceptance of these Terms and Conditions.

Booking sight unseen: If you book a property over the phone or via photos on the internet without viewing the property in person, we cannot be held responsible for any change to the property or misconception of the description. While every effort is taken to provide correct information, inventories may change and the Agent/Owner takes no responsibility for this.

Cancellation policy: If the residual amount is not paid by the due date OR in the event of a cancelled booking by the Client (for the whole time or any part thereof) the deposit and any subsequent amount is not refundable unless the property is rebooked for the entire period.

Security Bond: A security bond is payable upon booking. Credit card details are held as the bond voucher for the property and **only** processed if necessary. Or in the case of cash, payment will be refunded within 14 days of departure, subject to the property being left in a clean condition with no damage.

No keys will be issued until such details have been taken or a cash security deposit has been paid.

Tariffs: Are current and are subject to change without notice. No responsibility is accepted for error and omissions on this website. All prices quoted are in Australian dollars.

Maximum numbers of Guests: The number of guests of the rented premises must not exceed the number of beds provided or the number agreed to with the agent at the time of booking.

Cleaning: We ask that the property be treated as your own. It is the guest's responsibility to ensure that all washing up is done and rubbish is taken out and put in the green wheelie bin provided beside the tennis court. Any excess cleaning or removal of excess rubbish will be charged to your credit card.

Arrivals and departures: Check In is available from 2:00pm and the unit is to be vacated from 10:00am on the day of departure. Other arrangements may be available at the time of booking.

Keys for Unit: Keys will be left at the property for your arrival. The digital key box code will be provided with your accommodation receipt. On departure, keys are to be placed back in the key box. A charge to replace keys if lost or taken will apply.

ILUKA Holiday Apartment

Unit 8, 2 Beach Road, Dolphin Heads

Tom Casey & Cathy Knezevic

PO BOX 383, AIRLIE BEACH QLD 4802

Ph: 07 4946 1116

Tom: 0418 193 533

Cathy: 0418 722 523

E: enquiries@mackaybeachaccommodation.com.au

W: www.mackaybeachaccommodation.com.au



TERMS AND CONDITIONS (cont'd)

Smoking: No smoking is allowed inside the unit. No cigarette butts or other objects are to be thrown off the balcony, please use the ash trays provided.

Pets: Not allowed

Damage: As a guest, you are responsible for all damages, breakages and losses incurred during the term of your occupancy. All damages, breakages and losses must be replaced, paid for or made good to the satisfaction of the owner/agent. This includes replacing/re-cutting lost keys.

Services: Properties are fully self contained including bed linen and beach and bath towels. Our housekeeper will provide a linen service to guests staying longer than a week and will be serviced weekly. If you require your accommodation to be serviced at any time, this can be arranged for a small fee.

Tennis Court Booking: If you would like to play tennis, bookings are made at the Dolphin Heads Resort Reception located next door. There is a small deposit payable which is refundable on return of keys and tennis equipment to reception.

Personal property: No responsibility will be taken by the agent or owner for guests' possessions left at the property. If any items are left and need to be returned, a self-addressed post bag is to be sent to our office for item/s to be retrieved.

Insurance: The landlord and his agents take no responsibility for loss or damage to your personal belongings and we recommend travel insurance be purchased.

Indemnity:

1. The guest:
2. uses and occupies the premises at his/her own risk; and
3. indemnifies the owner against any liability, which may attach to the owner as a result of injury or loss being personal or proprietary suffered by any person where any injury damage or loss has been contributed to or caused by any act or occasion of the guest or his/her agent.

Disclaimer: Iluka Holiday Apartment does not accept liability in contract or tort for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbance, fire, floods, extreme weather, acts of God, acts of Government or of any other authorities, accidents, theft to or failure of machinery or equipment or industrial action. For the avoidance of doubt, the Cancellation Policy applies to cancellations by reason directly or indirectly related to events which are beyond our control including warnings issued by any authority.

Privacy: All personally identifying information that you provide voluntarily (e.g. name, address and phone number) will only be used by Iluka Holiday Apartment to respond to your enquiry and to provide our services and to offer you other products or services that we believe may interest you. Iluka Holiday Apartment will not sell, trade, share or license the information you provide to any other entity.

ILUKA Holiday Apartment

Unit 8, 2 Beach Road, Dolphin Heads

Tom Casey & Cathy Knezevic

PO BOX 383, AIRLIE BEACH QLD 4802

Ph: 07 4946 1116

Tom: 0418 193 533

Cathy: 0418 722 523

E: enquiries@mackaybeachaccommodation.com.au

W: www.mackaybeachaccommodation.com.au



If you have any further queries please contact us as we are in the business of making your stay run as smoothly and pleasantly as possible.

Have a lovely stay and please help us make others aware of our accommodation.