

HAMILTON ISLAND

LUXURY PRIVATE APARTMENTS

TERMS AND CONDITIONS

By making payment, you are agreeing to the Terms and Conditions outlined below.

1. DEPOSIT AND PAYMENT

- To confirm your booking a \$250 deposit is payable online
- Full payment is due 30 days prior to arrival date unless other arrangements have been agreed upon and are in writing.
- Preferred method of payment is EFT Transfer or Direct Bank Deposit (refer to your booking confirmation for account details).
- FINAL PAYMENT - CREDIT CARD - Visa, MasterCard, Amex or JCB are accepted and a 1.5% surcharge applies. If you wish to pay by credit card, please ring us or use the credit card authorisation form attached. This can be faxed, or scanned/emailed back to our office.
- OVERSEAS GUESTS MUST USE A CREDIT CARD FACILITY. OVERSEAS BANK TRANSFERS ARE NOT ACCEPTED.
- If final payment has not been paid 7 days prior to the arrival date, Luxury Apartments will charge the original card that the deposit was made on.

RACE WEEK & PEAK SEASON PAYMENT AND CANCELLATION

Race Week: 16th - 26 August 2019

Peak Season: 20th December 2019 - 16th January 2020

- To confirm your booking a \$1,000.00 deposit is payable, \$500 of which is non-refundable.
- Full payment is due 60 days prior to arrival date unless other arrangements have been agreed upon and are in writing.
- Preferred method of payment is EFT Transfer or Direct Bank Deposit (refer to your booking confirmation for account details).
- FINAL PAYMENT - CREDIT CARD - Visa, MasterCard, Amex or JCB are accepted and a 1.5% surcharge applies. If you wish to pay by credit card, please ring us or use the credit card authorisation form attached. This can be faxed or scanned/emailed back to our office.
- OVERSEAS GUESTS MUST USE A CREDIT CARD FACILITY. OVERSEAS BANK TRANSFERS ARE NOT ACCEPTED.
- Applies for all new bookings from the 1st September 2018.

W: www.hamiltonisland.biz - www.portstephens.net.au - www.darlingharbour.net.au

P: 1300 679 559 - Australia only - Phone: + 61 2 4981 1211 - International

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Abn: 52 135 906 222 - Hamilton Island PA Pty Ltd

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2. CHECK IN – 2:00PM AND CHECK OUT – 10:00AM

An SMS message will be sent to you the morning of check-in with your apartment's caretaker's contact number. Please make sure you save this number in your phone in case you require your caretaker's assistance during your stay.

If possible, an immediate check-in and late check-out will be available. This CANNOT be arranged prior to your stay and your Valet will advise you upon your arrival if it is possible. In line with security laws throughout Australia, you will be responsible for the care of your luggage always. Should an immediate check-in not be available, please pack a day bag so you can enjoy the beauty of the Island until your property is ready.

Please note, there may be a delay in your valet pick up at the Airport or Ferry Terminal on your arrival. This can be due to delayed flights, busy valet schedules, etc. This is sometimes unavoidable due to these unforeseen circumstances.

3. BUGGY

All accommodation includes the use of a buggy (excluding Whitsundays Apartments). A valid driver's licence of all drivers must be held on our file prior to your arrival date. We endeavour to provide the buggy in good working order during your stay. It is privately owned and a free inclusion with your accommodation so we are unable to offer a replacement buggy if a break down occurs or accidental damage requires repairs **unless** you have Buggy Protection. We highly recommend you take out Buggy Protection during your stay. Please see below for details.

You use the buggy at your own risk.

Luxury Apartments and its entities are not responsible for any loss, damage, personal injury or death resulting from your use of the buggy. This includes the installation of any child restraints and their conditions of use.

4. BUGGY PROTECTION

All roads on Hamilton Island are subject to the same road rules that apply on mainland Australia and buggies are registered vehicles with the Queensland Road Authority.

ALL accidents must be reported immediately to your On-Island Representative and to Hamilton Island Security on 07 4946 9999

Buggy Protection for accidental damage with zero excess is available at \$10 per day.

Without Buggy Protection you are liable for any damage that is done to the buggy during your stay. If you have buggy protection and you have not broken any of the Hamilton Island buggy rules or conditions you will be provided with a replacement buggy.

Whitsunday West 605 & Whitsunday Apartment WW1306 do **NOT** come with a complimentary buggy.

Attached are our Terms & Conditions for Buggy Protection for your perusal.

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5. BOND FORM

We require a bond form to be completed and returned prior to your arrival with valid credit card details and signature of the card holder. Please note: we will only process monies on your credit card if there is reported damage to the Property, or the 'Terms and Conditions' are not adhered to. (Please see further details below).

*If you do not hold a credit card and cannot provide one as a bond, we will require a \$1000 cash bond to be paid. This payment will be refunded once we receive your departure inspection report and no charges are required. (Please inform our office via email if you wish to pay the required bond via this method).

6. CLEANING EXCESS

If the unit is not left in a tidy condition, an excess fee of up to \$250.00 may apply (e.g. rubbish not being removed, dishes not washed and put away). Please report any existing damage to the buggy or unit upon your arrival. Please also report any damage which occurs during your stay.

7. CHANGES AND RESPONSIBILITIES

- Luxury Apartments is not liable for and is not required to honour any pricing displayed that is quoted in error. Confirmation and invoices are subject to re-issue if incorrect through error or omission and you agree to then pay the correct cost or to cancel the booking. A cancellation under these circumstances does not incur any cancellation fee.
- If the property you have selected is removed from the Luxury Apartments letting pool, you will be notified and we will endeavour to offer you suitable alternative accommodation options. Should an alternate holiday property option not be suitable for the period of your stay, you may cancel your booking without penalty.
- All properties under 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 agent to compensate or discount. We will accept no responsibility for any inconvenience with machinery breakdown. In such circumstances, the agent will undertake their best endeavours to repair, replace or hire an alternative. Please keep in mind you are staying on an Island so if items need to be replaced or parts ordered it does take time.
- Each apartment is in a strata-titled complex. All apartments are individually owned and decorated to the owner's taste, therefore, they are all different. All apartments have similar facilities and inclusions.
- Websites describe the premises and position to the best of their ability and in good faith. No responsibility or refunds for alleged misdescription can be accepted. Luxury Private Apartments cannot accept responsibility for incorrect or misinterpreted descriptions, errors or omissions.
- Luxury Private Apartments will not be held responsible for any noise from construction work in surrounding building/units and areas. Luxury Private Apartment cannot accept responsibility for personal property that is left unattended in your holiday accommodation.

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8. TRAVEL INSURANCE

We strongly recommend TRAVEL INSURANCE to cover cancellations, travel delays and all other unforeseen incidents and accidents.

QBE Australia: [CLICK HERE](#)

Any advice is general advice only. Please consider your financial situation, needs and objectives and read the Combined FSG/PDS before deciding to buy this insurance.

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