

Blue Escapes

PALM COVE LUXURIOUS RETREATS

ABN: 97 363 114 955

Villa Blue

32 Trivia Street
PALM COVE
QUEENSLAND 4879

Blue Cowrie

229 Coral Coast Drive
PALM COVE
QUEENSLAND 4879

Terms and Conditions

Deposit Required: The premises are available to you for holiday purposes only for the period stated on the receipt and confirmation. When the accommodation is available, a booking is confirmed on receipt of the applicable deposit. A deposit of approximately 25% of the total tariff or \$200 (whichever is the greater) is required to firmly allocate your reservation and we request payment within 48 hours of the time of confirming the availability. Deposits can be paid by direct deposit, internet transfer or Credit Card – Credit card processing fees apply. If your deposit is not received within seven (7) days of our availability confirmation, we reserve the right to allocate any reserved dates to another party without reference.

Balance Due: The remaining tariff due, is required in full, not later than 1 month prior to your arrival. If a booking is made within 1 month of the start of the proposed stay, we require payment in full within seven (7) days or immediately if the booking commences within 7 days. See also security deposit section below.

Cancellation Policy: A cancellation must be advised in writing and all cancellations are charged an administration fee of AUD\$200. If your stay is cancelled 57 days or more prior to your arrival, the remainder of your deposit will be refunded in full within seven (7) days. Should you need to cancel 29-56 days prior to your planned arrival, your deposit less administration fee will be refunded if we are able to re-let the holiday accommodation for the same rate for the dates of your reservation. If your cancellation is advised 28 days or less prior to your confirmed date, deposit and all other funds are non-refundable.

Minimum Stay and Inclusions: The holiday accommodation is available for stays of a minimum of 5 nights during both high season & low season. Check-in time is from 2.00 pm (14:00 hours) on day of arrival. Check out is no later than 10.00 am (10:00 hours) on the day of departure - where a late check out is required we will offer a half day rate for check out by 10 pm (22:00 hours) – subject to availability.

Linen: All linen (labeled) is supplied including one bath and one beach towel for each guest. Please ensure the linen is fully accounted for prior to vacating otherwise any missing items will be the guest's responsibility and charged accordingly. This includes heavily stained or soiled linen. All used linen should be left in the bath tub.

Cleaning: Your quotation will include a charge for an end of stay clean, however, guests are required to leave the property in a clean and tidy state with all rubbish removed to the external bins, crockery & kitchen utensils washed in the dishwasher and any toys, games or DVDs returned to their place. **All cleaning charges in excess of 3.5 hours will be on-charged to guests.**

If requested, an interim service, including a change of bed and bathroom linen can be arranged at a cost of \$150 per service.

Extra Guests: The tariff paid and receipted is applicable **only** for the number of guests defined in your booking and extra charges will be incurred for any extra guests accommodated during your stay

Personal Belongings: The owner/representative does not cover your personal belongings under their insurance policy and therefore take no responsibility for any loss or damage of personal belongings in or on the property. It is strongly recommended that you purchase Travel Insurance.

Smoke & Fire Alarms: Each property is fully compliant with Qld legislation with regards to smoke &/or fire alarms. If the alarms are triggered & this results in a false alarm call out, any charges incurred will be passed to the guest. Common causes of false alarms are running air conditioners at a temperature below 24 degrees – if warm humid air then enters from outside or hot shower or other source the resulting condensation can trigger the alarm. **Guests should NOT set air conditioners below 24 degrees.**

Air Conditioners: All doors & windows must be fully closed when air conditioners are being used & air conditioners **MUST** be turned off when premises are empty and **MUST** be turned off prior to vacating the premises – **a FEE of \$100 will be applied where this does not occur.**

Pets: Pets will be considered & are subject to an additional security deposit but unless specifically arranged prior to booking **NO PETS ARE ALLOWED**

Other: The owner/representative will accept no responsibility for any inconvenience caused by machinery or appliance breakdown. The owner/representative will best endeavor to repair, replace or hire an alternative but cannot guarantee this will be achieved.

Access & Vacate: Access to the premises is arranged once final monies have been paid & credit card security authorisation is provided – see below. On vacating, the premises are to be securely locked and the keys are to be left on the kitchen bench. See also **Validity below.**

Key & Security Deposit: A key and security deposit of A\$200 is required to be paid when the balance of tariff is paid or a credit card authority can be lodged. The deposit is refundable within seven (7) days of return of keys to the owner/representative. Should there be any extra cleaning, damages that are deemed to be caused by the guests or their invitees, which is not fair wear and tear or any items missing from the premises restitution costs will be charged against the security deposit or credit card authorisation provided.

Notification of any breakages, loss, damages or maintenance must be reported to the owner or representative, immediately. Any costs associated with the above, caused by you or your invitees are required to be paid on demand from the owner/representative.

Validity: The tariffs are subject to change without notice. Tariffs are valid only for the booking dates. Bookings are protected against any increase once the relevant deposit or full payment has been received.

- **The holiday accommodation is available for holiday rental and quiet enjoyment of the facilities only;**
- **no form of business, marketing or product sale is permitted without prior authority from the owners;**
- **no private or public functions or parties are to be held on the property – your rental does not cover the associated excessive wear and tear;**
- **the Blue Escapes properties are situated in a residential area and excessive noise from guests which generates complaints to management, owners or police will be considered a breach of the conditions of rental.**

Any occurrence of this nature will result in booking termination without refund for unexpired days & non-negotiable loss of Security Deposit