

GALLERY

THE ART OF LIVING

Thank you for choosing to book your holiday with Gallery Luxe, please ensure you read the information below to ensure your stay is enjoyable.

TERMS AND CONDITIONS HOUSE RULES BOND FORM

All bookings are accepted on the basis that you have read, understand and agree to abide, and be bound, by the following Terms and Conditions and House Rules.

Whilst our aim is to maintain a high standard of accommodation, we do recommend a prior personal inspection to avoid disappointment.

All holiday accommodation properties are Smoke Free, without exception.

Please note: Keys will only be issued once you have completed and signed the Terms and Conditions, House Rules and Bond Form and paid all accommodation/booking fee prior to your arrival date (unless alternative arrangement have been made with our office). If you are unable to provide credit card information on the Bond Form, a \$100 cash bond will be required before keys can be issued.

Please contact the Agent if you require further clarification.

Our office hours are 9:00am – 5:00pm (Monday to Friday) & by appointment on weekends.
Closed: Good Friday, Christmas Day and New Years Day.

CHECK IN TIME: 3:00pm **CHECK OUT TIME: 10:00am**

TERMS AND CONDITIONS

PAYMENT

A deposit of 50% of the total tariff plus a non-refundable Booking Fee of \$60.00 is required within 48 hours of booking your accommodation, with the balance payable no later than seven (7) days prior to your arrival date. At the time of collection of keys, you will also be required to provide your Credit Card details.

Advance Summer Bookings (i.e. all bookings from 19th December – 31st January inclusive) require a Holding Deposit of \$560.00 (including \$60 booking fee) payable upon booking with the balance of the 50% Deposit due on the 1st June, and final payment due in full by no later than the 1st December.

We accept money orders, Visa, MasterCard and personal cheques (personal cheques need to have cleared before booking will be honoured as paid for).
Deposits are non-transferable.

A payment processing fee applies to credit card payments. The rate is 1.5% (including GST) of the payment amount for VISA and MasterCard.

KEYS/REMOTE CONTROLS

Upon payment in full of your accommodation and booking fees, keys (and remote controls if applicable) are to be collected from our office between 3:00pm – 5:00pm on your arrival date unless prior arrangements have been made. If you intend to arrive after hours, then you must make prior arrangements with our office. No responsibility will be taken for late arrivals without prior notice.

All guests are responsible for the safekeeping of accommodation keys/remote controls. A call out fee is payable if a replacement key is required after hours.

All keys/remote controls are to be returned to our office by no later than 10:00am on your departure date. Late Checkouts will be charged at a full daily rental without exception.

T (07) 5514 8557
F (07) 5636 0222
www.galleryhomes.com.au
PO Box 855, Sanctuary Cove, QLD 4212
BSA Licence: 1207880

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CANCELLATION

All monies paid are non-refundable. However, in exceptional circumstances, if you cancel or fail to use your holiday accommodation booking, a refund may be payable (after deduction of \$160 Administration Fee) if the accommodation is able to be re-booked for the same period.

NUMBER OF OCCUPANTS

Unless otherwise previously agreed with the Agent/Property Owner, all holiday accommodation must only be used for private, residential usage only and to accommodate the number of guests stated on your booking confirmation. **No functions or parties may be conducted at the property** under any circumstances.

Exceeding the stated number of guests will result in a termination of your booking and you being required to vacate the holiday accommodation immediately without refund. Charges for additional guests will be debited to your Credit card without further notice.

Additional caravans, motor vehicles, motorcycles and the erection of tents are strictly prohibited.

WHAT TO BRING

All premises are fully self-contained including linen however personal requisites are not provided. Unless otherwise stated on our website at <http://www.gallerylux.com.au/>. Whilst some properties have a small amount of washing powder, detergents, soap and toilet paper, it is expected that you will need to bring supplies depending upon your length of stay.

****FIREWOOD**** Unless specifically identified within the online listing, properties featuring wood fires will supply firewood. Kindling and firelighters may need to be supplied by you.

CLEANING

All holiday accommodation bookings are accepted on the basis that all holiday occupants will treat the property with the same respect as their owner home in accordance with the "House Rules" annexed. Any additional cleaning expenses will be debited to your Credit Card without further notice if the rules are not complied with.

- **FAILURE TO PLACE BINS OUT ON BIN NIGHT AND ON DEPARTURE MAY RESULT IN ADDITIONAL CHARGES**
- **ALL FURNITURE INCLUDING OUTDOOR IS TO BE POSITIONED IN SAME LOCATION AS ON ARRIVAL AT THE PROPERTY**

NOISE/NUISANCE

Additional charges or immediate termination may apply in the event of unnecessary or excessive noise nuisance or disturbance caused to neighbouring properties during your occupancy. **I/We hereby acknowledge and agree that the Agent has the absolute and sole discretion to cancel my/our occupancy in the event that my/our actions or behaviour compromise the safety and/or quiet enjoyment of the neighbouring properties or others.** I/We hereby agree that I/we will be fully responsible and liable for payment of all charges incurred, irrespective of such cancellation, together with any financial loss suffered by the Property Owner and/or Agent, to be debited to my credit card without further notice.

PETS

Unless specifically stated as being 'pet friendly', no pets are allowed either onto the grounds of the property, nor inside the holiday accommodation under any circumstances. Any pets found in holiday accommodation properties will result in a termination of your booking and additional cleaning charges will be debited to your Credit Card if this occurs. If holiday accommodation is a designated 'pet friendly' property, then I/we agree that we will abide by the additional terms and conditions detailed in "Doggie Do's and Don'ts" attached. The agent is not responsible for the confinement of your pet.

DAMAGE

Whilst you are in occupation, you are fully responsible for all breakages and damage caused to the Property, its furniture fittings, or any consequent