



Tariffs:

Bookings are accepted as per the listed online prices at the time a booking is confirmed and a deposit is paid. Prices are subject to change without notice.

Bookings:

Bookings can be made via our website: www.1770beachaccommodation.com.au

By phone: 07 4974 9990

By email: info@1770beachaccommodation.com.au

Deposits:

Online bookings deposits are by credit card.

Accepted Cards are Visa and Mastercard

All payments by credit card will incur a 1.5% surcharge.

Failure to pay deposits or balance of accommodation on time, may result in the booking being cancelled and loss of any deposits paid.

Guests can book 12 months in advance. The applicable deposits below are required at time of booking.

More than 30 days prior to arrival - A deposit of 50% of the total value of the accommodation will be debited at the time of booking from the credit card provided on the booking form.

Less than 31 days prior to arrival – Full payment will be debited at the time of booking from the credit card provided on the booking form.

Outstanding balance:

Low & Mid-Season bookings - The final payment will be debited 30 days prior to arrival from the credit card provided on the booking form, unless prior arrangements have been made directly with our office.

High-Season Christmas & New Year bookings (between 16 December – 8 January) The final payment will be debited 60 days prior to arrival from the credit card provided on the booking form, unless prior arrangements have been made directly with our office.

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Non Covid-19 requests for Cancellations:

We do not offer refunds of deposits once the property is booked and a deposit is paid. (see below low season exceptions) **We highly recommend guests take out travel insurance for holiday accommodation**

It is the guest's responsibility to ensure they take out holiday/travel insurance to cover for any out-of-pocket expenses that may occur due to the guest cancelling their accommodation booking for any reason. This includes but is not limited to - being unable to travel due to unforeseen circumstances such as illness, accident, change of plan, an Act of God, weather events such as flooding, storm, fire, cyclones.

Exception:

Low-Season: If there is a request to cancel a reservation by the guest before 30 days prior to arrival we can offer:

1. To move the original dates of booking to another time available (to be used within 12 calendar months of the original booking arrival date and may be subject to pricing change). If the booking is not used within this time all deposits will be forfeit. A change of booking date will incur a \$55.00 fee.

2. Refund the accommodation deposit. This will be subject to an admin fee of 16.5% of the total amount of deposit paid. Card fees or agent service fees are not included in any refund.

Mid-Season & High-Season: If a reservation is cancelled by the guest, we are not able to offer any change of dates or refunds for any reason.

In the event of a property being removed from the holiday rental market after a guest has booked, we will endeavour to make all reasonable efforts to provide alternative accommodation to the guest's satisfaction. Alternatively, we will refund the full amount back to the guest. The agent and owner accept no liability should the booking be cancelled in this instance.

COVID-19 Process for Bookings & requests for Cancellations:

*If you are or any of your expected guests live in or are travelling from a restricted area at time your date of arrival then **we cannot accept the booking until restrictions are lifted from your area into Qld.**

*If you are not in a travel restricted area at time of booking, we can accept the booking. However, if you are travelling through restricted areas into Qld, we also need your travel pass exemption to be forwarded to us.

*All guests & their contact details must be registered prior to arrival.

If you are eligible to make a booking, please see our exemptions offered below for guests during COVID-19

Covid-19 Cancellation exemptions:

Cancellation of bookings due to COVID-19: We are fully supportive of any guests who need to cancel/adjust their accommodation if they become affected by COVID-19 travel restrictions or health reasons due to COVID-19 when meeting the following conditions below:

* If within 14 days of arrival, you have been officially directed to self-quarantine or you have contracted COVID-19.

We do require guests to provide medical or official documents regarding meeting the exemption requirements.

*If after the booking was made, Government travel restrictions prevent the guest (who made the booking) from travelling to the property on the arrival date.

If guests meet the exemption conditions:

1. We can offer to hold the booking for up to 12months to be used within that time. There will be a change of date admin fee of \$55.00 to hold the booking.
2. Alternatively we can offer to Refund the accommodation deposit. This will be subject to an admin fee of 16.5% of the total amount of deposit paid. Card fees or agent service fees are not included in any refund.

Exemption 1 & 2 is not applicable: to High Season bookings between 10/12 - 20/01 in any year. Please see High Season **Exemption 3** offer below.

3. High Season Exemption: High season bookings will be cancelled and deposits refunded. This will be subject to an admin fee of 16.5% of the total amount of deposit paid. Card fees or agent service fees are not included in any refund.

Exemption is not applicable: If your arrival is dependent on other persons joining you from a travel restricted area at the time of the arrival date but the persons who have made the booking is not in a travel restricted area. In this instance the booking will remain. It is the responsibility of the guests booking accommodation to ensure they take out travel insurance to cover unexpected cancellations for any reason.

Property description:

Description, features and photos of all Property are listed on our website – www.1770beachaccommodation.com.au. We make every attempt to promote the property

and describe the property as it presents. We will notify guests where foreseen, of any occurrences that may affect the surrounds of the property during guests stay such as council works, road closures, neighbourhood renovations, however this will not affect the property tariff. We accept bookings in good faith as agents and as such we cannot be held responsible for circumstances beyond our control. No refunds or relocations will be given should you find the property not to your personal liking.

Neither 1770 Beach Accommodation nor the Owner will be held liable for any misrepresentations or misunderstandings at the time of booking.

Office address:

27 North Break Drive, Agnes Water.4677

Garden Level 1

Loka Santi building complex.

Directions to the office:

Turn left into Captain Cook Drive at the service station. Clock 1.6klm and turn right into Hoskins Way, stay on the left of the roundabout, this leads straight into North Break Drive. Go to end of the road, Loka Santi building is at the very end of the no through road on the left. Park next to the curb, do not block driveway. Walk up the steps on the right side of driveway entrance. The office is on the left.

Check in times:

Low and Mid-Season: From 3pm

High Season Christmas and New Year: From 4pm

Access to keys on arrival is via our office key box.

Departure times:

Low Season: Before 10.00am

Mid-Season School holidays: Before 9.30am

High Season Christmas and New Year: Before 9am

Keys are to be returned on time to mail box number 5, situated along the driveway at the Loka Santi office at 27 North Break Drive.

Check in using the Qld COVID-19 App

1770 Beach Accommodation requires all visitors to register their arrival using the **QR code on the Check in Qld COVID-19 App. The QR code is situated in the office entrance.**

We're using the new **Check in Qld app** to help keep you COVID safe when you visit.

All you need to do is: Download the app onto your phone at www.covid19qld.gov.au/check-in-qld

Enter your details once

Open the app when you next visit us

Select "Check in Now" and hover your smartphone over our QR code.

During COVID-19 we have limited contact with guests for everyone's safety & peace of mind. Our office also follows social distancing guidelines. Please follow the directions at office entrance and use hand sanitizer provided before opening the safe. All collection of keys on arrival is Via a locked safe box situated in the office entrance in the Loka Santi building complex. **Office Address is 27 North Break Drive.** Inside the safe will be an envelope with guests' name on it. Inside the envelope will be the property keys and instructions. We will text through the safe code and arrival instructions to our office once the refundable security deposit is processed. (see below for details) Guests must provide a contactable mobile number for communication during their stay. Vodaphone does not work in this area.

Refundable Security deposit:

(Pre-Authorisation) This amount will vary for different property and ranges between \$300.00 - \$1000.00. The amount will be stated on your booking confirmation from the property once a booking is made.

The amount stated will be frozen on the card provided by the guest at time of booking unless otherwise notified. This is done approximately 4 days prior to arrival. Guest must ensure the funds are on the credit card to avoid delays. The amount will be released pending an inspection of the property on departure of guest. This normally takes 7-14 working days. This is an automated process done by the bank that the card is held by. We do not use Suncorp cards for the pre authorization due to lengthy delays in release of funds.

Breakages and Damages:

As the tenant, you are responsible for all costs that may occur for any damages/breakages and loss of property during the term of your occupancy. Costs to replace or fix to the same standard will be charged to the account of the property in this instance. This includes but is not limited to damage to wooden floors, carpets, walls, fixtures, furnishings etc. Please advise us within 24hrs of tenancy of any concerns you may have regarding the condition of the property that you feel may affect the return of your security deposit.

Smoking:

Due to health regulations, smoking is not allowed inside any property.

On departure:

We do require the property to be *left in a clean and tidy state on departure* and this includes the outside area of the property.

On departure it is requested that all rubbish is removed and placed in the council bins provided. Council collection day is early Tuesday morning. Excess rubbish may be taken to the refuse station situated along Captain Cook Drive. Guests are not to place any fish or seafood scraps or frames in the outside bins until the day of departure. All seafood and household scraps need to be securely bagged before placing in the bins for collection.

It is the guest's responsibility to ensure that the property is securely locked at all times guests are not on the property and on departure, all lights and if applicable air cons are to be turned off.

Furniture:

Large furniture items are not to be moved as this could potentially damage floors and walls. On departure guests are to ensure all furniture and furnishings are in their original position as per entry.

Keys:

All property keys & remotes must be returned to our office promptly by departure time. The key return box is in the office driveway and has a red sticker on it marked #5. Alternatively place back in the safe. There will be a call out fee of \$55.00 to retrieve any keys left by guests

in the property on departure. If a Restricted or Master key is lost by the guest then the locks on the property may need to be changed and all costs pertaining to this will be charged to the guest in this instance. Replacement of all lost keys and remotes will be charged to the guest and deducted from the security deposit.

Inspection:

An inspection of the premises may be required by the agent or maintenance person during a guest's occupancy of the property. In this instance the guest will be advised and due notice will be provided by the agent.

Linen:

If your property is advertised with linen items and bath towels- please do not take the bath towels outside the property. All guests must provide their own beach towels. On departure guests are asked to leave all linen on the beds and hang up any wet items. Damaged or missing linen items will incur an extra fee for replacement of items

Animals:

No animals are allowed on any property unless it is advertised as a pet friendly property. Terms and costs will apply for all pet friendly property if using this option. A maximum of only 2 pets(dogs) are allowed in any property at any one time. For other pets, requests must go direct to the manager for permission. This can be put in the comments box on the booking form. The cost is \$80.00 per pet/ stay.

Items Left in properties:

Any items left in the property on departure to be collected by our office on behalf of the guest and returned, will incur a handling charge of \$33.00 plus any out-of-pocket postage charges.

Usage of Property:

The property is to be used strictly as a residential dwelling for residential purposes by the Guest(s) and the number of occupants nominated on This booking confirmation Form. The Property is not to be used for any other purpose or by any greater number of occupants than that nominated at the time of booking.

The use of the Property for a function, a party, a singles group or other like gathering, wedding ceremony, wedding reception or any other functions, birthday parties and other like gathering or by schoolies – *Is Strictly Prohibited.*

Should it come to our attention that a booking has been made, other than for holiday accommodation purposes, or if you use the Property for a function, a party or other like gathering or other than as a residential dwelling for residential purposes:

- (a) Your reservation will be terminated immediately.
- (b) The guest and other occupants of the Property will be evicted from the Property
- (c) Additional charges may be payable which, at the sole discretion 1770 Beach Accommodation Agnes Water, may be deducted from the security deposit. Deposits paid for accommodation will be forfeited and no refunds will be given.

Noise and Behaviour of guests:

Council by-laws for behaviour and domestic noise restrictions apply to all persons residing in a property. These restrictions are applicable to all 24hours of the day. Guests need to ensure that noise levels are kept to a minimum especially at night. No live music is allowed at any property. Guests are not to engage in any unruly or drunken behaviour or bad language that may affect the peaceful enjoyment of other persons. Complaints by neighbours will be dealt with promptly by a call out to the police and may result in the eviction of all guests from the property and loss of any deposits paid. If the agent is called out to investigate a complaint due to noise or behaviour concerns by neighbours, there will be a call out fee of \$88.00 charged against the security deposit.

Body Corporate guidelines:

For all property that are guided by Body Corporate Strata Regulations: Charters & Body Corporate Guidelines are to ensure that the comfort of all who reside or visit properties under a “community umbrella” is maintained harmoniously according to the values and principles of the areas design and philosophy. The Charters & Body Corporate guidelines must be complied with by guests and their visitors. Guests will be advised of the Body Corporate guidelines once a booking is made. Please take note of all instructions & guidelines provided when you check into your property i.e. no smoking, behaviour of guests, use of facilities, parking allocations & supervision of children

Proof of Identity/Security Bond:

Please be prepared to provide proof of identity or other travel paperwork if requested by our office, prior to arrival.

Complaints:

Advise the agent as soon as possible if there is a complaint or concern regarding the property. This will allow the agent to try to rectify the situation as quickly as possible. The agent can be contacted on 07 4974 9990.

Acceptance of Terms:

By ticking the acceptance of these terms and continuing with the booking, you have agreed to authorize the agent 1770 Beach Accommodation to charge to the guests account any costs which may have been incurred during the guest occupation of the property due to any breach of these terms and conditions.

Happy Holidays

1770 Beach Accommodation Property Management Team

Ph: 07 4974 9990; 07 4974 9499

E: info@1770beachaccommodation.com.au

Int: +61.7.4974.9990

PO Box 146, Agnes Water QLD 4677

Office Address: Loka Santi - 27 North Break Drive, Agnes Water. 4677