



## Full Terms & Conditions

Please read these Terms & Conditions carefully as these conditions incorporate the basis on which bookings for Amity Apartment Hotels are accepted. The Terms & Conditions below are for bookings made via the Amity Apartment Hotels website direct. For bookings made via alternative sources please read their Terms & Conditions carefully.

By using the Amity Apartment Hotels web site you agree to be bound by these terms and conditions below.

We may revise these terms and conditions from time to time by updating this posting. The revised terms will take effect when they are posted. Your use of some parts or features of the site may be governed by additional terms and conditions. Where this is the case you will be notified accordingly of those additional terms and conditions:

The prices are shown are per room per night for the numbers of persons and dates selected, unless otherwise indicated. Additional guests will be required to pay an extra per person per night rate of \$50.00.

Children 0 -12 years occupying the same room/apartment with at least one adult and using existing bedding are Free of Charge. Additional charges will apply if extra beds or linen (including rollaways, sofa beds or cots) are required.

All guests under the age of 18 must be accompanied by a parent/guardian or an individual over the age of 18. The property has the right to refuse any booking when the legal parent/guardian over 18 cannot produce current photo ID. The property also has the right to refuse any booking subject to its discretion.

Quotes and reservations are subject to availability and actual pricing at the time of booking. Any verbal quote given is an estimate only of the price, which will be subject to written advice on confirmation of the reservation.

Bookings can be made over the internet at [www.amitysouthernarra.com.au](http://www.amitysouthernarra.com.au) [www.amityhotels.com.au](http://www.amityhotels.com.au)

A confirmation email will be forwarded to your nominated email once the booking process is complete.

The person affecting a booking shall be deemed to have accepted the booking conditions on behalf of all persons named in that booking.

Whilst we attempt to satisfy all special requests, these are on a request basis only and we are unable to provide a guarantee.

Upon arrival at your selected property Guests must provide valid Federal or State government issued photographic identification for security purposes. In addition, the Guest must also provide a credit card in the name of the photographic ID to secure the accommodation.

A Credit Card pre-authorisation of \$300 (minimum)per apartment is required to cover incidental items including (but not limited to): mini bar, telephone calls, breakages/damages, excessive cleaning charges above the normal level of cleaning due to the apartment being left in an unacceptable state, etc.

This may also include an amount to cover a security bond / deposit for damages. The pre-authorised amount is set aside by the credit card company for a period of up to 10 working days (release times may vary, please check with the issuing financial institution).

The pre-authorisation will affect your available funds balance or spending limit. For more information on this practice we suggest the cardholder contact their issuer.

Once a pre-authorisation has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. This is a restriction placed on us by the bank, and cannot be negotiated. Amity Apartment Hotels reserve the right to pre-authorise all credit cards upon arrival. Please note this process validates the presented credit card, and protects both the cardholder and merchant from increasing fraud incidents. If you wish to pay a cash bond instead of using a credit card, Accommodation charges must be made upfront in addition to a \$500.00 cash bond deposit.

Visa and MasterCard credit / debit card payments made to Amity Apartment Hotels will incur a 1.5% plus gst credit card service fee, American Express and Diners Club card payments made to Amity Apartment Hotels will incur a 3.0% plus gst credit card service fee.

Keys/Passes to the car park or apartments to be returned to reception on departure, if they are lost or misplaced during your stay please inform reception immediately , you will be subject to a replacement charge \$ 300.00 per key/fob.



Prices are in Australian Dollars if accessing via [www.amitysouthern.com.au](http://www.amitysouthern.com.au) or [www.amityhotels.com.au](http://www.amityhotels.com.au) site and are inclusive of GST where applicable.

All Amity Apartment and Hotels rates do not include transport from your home port to your destination and return, items of a personal nature, meals, transfers and existing or proposed taxes and government charges.

In the event of a situation whereby Amity Apartment Hotels cannot provide accommodation as previously confirmed, for whatever reason, Amity Apartment Hotels will undertake to relocate guests into an alternative Apartment of a similar nature at no expense to the guest. Should there not be a property of equal grading in the vicinity of the original booking, it may be required to provide guests with a property of a lesser grading. If this is the case, any reduction in costs will be refunded to the guest. The alternatives offered are at the Amity Apartment Hotels discretion. Should the guest wish to choose a property of a standard other than offered under this condition, then the guest will be required to pay any difference.

Whilst the utmost care is taken to ensure that the description of facilities and services of Amity Apartment Hotels is accurate, these are continually being changed, upgraded and on occasion taken out of service. If any feature/facility is essential for the guest in choosing a particular property, it is advisable that the guest checks with that property at the time of booking.

Amity Apartment Hotels cannot be held liable for omissions or errors whether temporary or permanent of a property's facilities and services.

Property room photos may not be specific to actual room allocated. Photos are indicative only.

Accommodation facilities listed may not apply to all room types.

Map images and proximity information are for general information and may not necessarily reflect actual routings, locations or services provided.

Check in and check out time is determined by each Amity Apartment Hotels property. Please check these times prior to making your reservation or prior to your arrival.

There will be no refund for early check out. A late checkout fee will apply if the property is not vacated prior to this time. If late checkout is required please contact your nominated property for applicable rates.

Amity Apartment Hotels can sometimes utilise third party providers. As an agent on behalf of this product or service Amity Apartment Hotels shall not be liable under any circumstances for any failure by those third party service providers to fulfil accommodation arrangements nor for any error, alteration or change of any kind made by those service providers following the acceptance of the booking by them. All coupons, vouchers, receipts are subject to the terms and conditions specified by those third party service providers.

Amity Apartment Hotels both for itself and on the behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statement made by their service providers.

By utilising the services provided by Amity Apartment Hotels, you agree that:

Amity Apartment Hotels shall not be liable for the wilful or negligent acts and/or omissions of service providers. Amity Apartment Hotels will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.

Please note that all:

Cancellation and Amendment Conditions for Amity Apartment and Hotels Website Bookings for **Australia**:

- Bookings can be cancelled or amended up until 48 hours prior to arrival (2pm check-in time).
- If cancelled within 48 hours of arrival (2pm check-in time), the full amount will be forfeited by the guest.
- No changes or cancellations are permitted to Non Refundable room types or specials on the website.



Amity Apartment Hotels are **NON SMOKING PROPERTY**. Smoking is not permitted at any time within the apartment, hallways, or common areas. Failure to comply will result in a smoking fee of \$300 including any additional cleaning costs, loss of bond and any additional costs associated with emergency services being called to the property; if the smoke alarms are set off as a result of smoking.

Amity Apartment Hotels maintains a strict **NO PARTY POLICY**; we reserve the right to terminate accommodation without refund at any time.

**Fire Brigade Call out Fees-** guest will be responsible to pay for any call out fees charged by the Fire Services Department as a result of them causing a false fire alarm caused by cooking fumes, burnt food, smoking, or by any other accidental incident. Amity Apartment Hotels will charge the guest the full amount to settle all charges incurred by the call out.

Privacy Policy – Amity Apartment Hotels will not share your Personal Information with a third party outside of Government Agencies or the Amity Group unless such disclosure is necessary to provide services to you. For example, you're Credit Card Provider, providing a service you have requested like Dry Cleaning or booking a taxi for you and for the purpose of associated administrations like your Frequent Flyer number and expenditure details which will be sent to the relevant airline. When Amity Apartment Hotels contacts service providers on your behalf, Amity Apartment Hotels will make reasonable efforts to keep your information secure by requiring an undertaking from such providers to comply with the National Privacy Principles and Information Privacy Principles where Personal Information for any purpose beyond the scope of Amity Apartment Hotels contracts with them. You have the right to take your name off the Amity Apartment Hotels mailing list at any time.