



Byron Schoolies 2008 Booking Conditions for TCA

To make your stay as enjoyable, and as safe as possible, during the school leaver period, we have made some minor changes to the way we would normally operate our business. We will endeavour to only have school leavers at the resort during this celebration period.

For your protection and safety there will be a security guard on duty from 6pm til 6am. The on-site manager and staff will closely maintain security during the day.

For the enjoyment of all guests at the resort, **no visitors will be allowed at any time**, and identification bands provided by the resort are to be worn at all times, **no band no entry**.

We have a **NO PARTY** policy, use the apartment as a place to rest and re-charge. All apartments are non-smoking, smoking is permitted outside only and if smoking is detected inside the apartment additional charges will apply.

It is important that you have read, and understand these booking conditions and house rules and accept them. By proceeding with your reservation and by paying a deposit you are acknowledging that all members of your group have read and accepted our booking terms and conditions and house rules.

DATES

- **Week 1** – 22nd November 08 to the 29th November 08
- **Week 2** – 29th November 08 to the 6th December 08

PRICES

- **The Crest Apartments**

1BRM Apt	\$2560 (maximum of 3 adults)
2BRM Apt	\$4266 (maximum of 5 adults)

TERMS AND CONDITIONS

ACCOMMODATION

- Accommodation arrangements are based on **using existing bedding**.
- The Crest Apartments have 2 room types a 1BRM (which sleep a maximum of 3 adults) and a 2BRM Apt (which sleep a maximum of 5 adults) both apartments are self contained with full kitchen and laundry facilities. The bedding configurations is the 1BRM Apt have 1 x queen and 1 x double sofa bed and the 2BRM Apt have 1 x queen bed, 2 x singles and some have a double sofa
- If bedding configuration is not suitable you may be able to hire a fold out bed from reception at an additional fee \$100 for the week. (Please make arrangements 14 days prior to travel)
- All rates quoted are per room and include security levies and property identification band (**band must be worn at all times, no band no entry**). If you are under 18 you must have consulted your parents and **gained their consent to proceed with your booking**.
- Check in time 3pm and check out time is 9am

OFFICE HOURS

- Schoolies enquiries and reservations will only be answered during normal week day office hours which is Monday – Friday 9am to 4pm

DEPOSIT

- A 50% **non-refundable deposit** is required within 2 days of making the booking. The deposit payment is to be by credit or direct debit only (one deposit **only** per room.) A credit card surcharge of 2% will apply to Visa & MasterCard transactions and a 4% surcharge on AMEX or DINERS credit cards.
- If the deposit is not received by the due date, your room may be cancelled and re-sold without notice. Once the deposit has been received an e-mail confirmation will be sent to each party.
- Payment of the deposit to us will be deemed as accepting all booking terms and conditions here-in, including sending back to us a signed copy of the “*Travel Request and Credit Card Authorisation Form*” and that all house rules have been accepted and will be adhered to by the person travelling.
- When confirming the booking we will need to know, all names of the person’s travelling, contact details including e-mail addresses (please advise one that is checked regularly) to be received within 7 days of making the booking, this can be sent via e-mail.
- All bookings are a 7 night minimum and the stays are on the dates specified above.

CANCELLATION

- There are **no refunds** in the event of a cancellation
- Within 60 days prior to check in- 100% of total booking is forfeited
- A person who notifies us in writing that they are cancelling may be replaced by a new person entering the group. The new person entering the group will be deemed to have accepted all booking conditions and house rules
- Cancellations must be notified in writing this can be via email, fax or mail.

BONDS

- Each person travelling must pay a **\$100 accommodation bond** which is included in the final payment.
- Bonds are refunded by cheque and are refundable approximately 10 days after check out. One cheque will be sent to the organiser to forward payment on accordingly.
- A “*Travel Request and Credit Card Authorisation Form*” needs to be signed and sent back to us to be used as an additional security bond over the room. Your credit card will only be used in the event that the bond taken does not cover all damages or loss of room income caused by the guests.

FINAL PAYMENT

- The balance including bond and airport transfers payments are due on or before the **10th of September 2008**
- The final payment preferred option is by **DIRECT DEPOSIT ONLY** (see confirmation letter for details). The confirmation letter will show the outstanding amount that is due per person. The Folio number is to be used for the description or remittance name, this can be made by 1 payment by just using the folio number without the letters or for individual payments just add the letter next to your name on the confirmation letter. This can take up to two working days to show on our bank statement.
- Payment can be made via credit card there is 2% surcharge for Visa and MasterCard and 4% surcharge for AMEX and DINERS
- When the final payment has been received the confirmation letter / receipt will be sent out with the balance due being zero this will show who out of the group has paid and who has not.
- If final payment is not received by the due date, we reserve the right to cancel the booking without notice and you will forfeit the deposit.

DOCUMENTATION

- When deposit has been paid your booking will be confirmed. You will receive a confirmation letter / receipt with the guests name, the folio no which is used for final payment (for more details got to final payment section), the amount outstanding, the due date and the bank details.
- All person's travelling will be sent out a "*Travel Request and Credit Card Authorisation Form*", this is to be filled out and sent back to us **ASAP**; this form will be not accepted at check in. The credit card details on the bottom of this form **MUST** be filled out. This is to cover any potential damages and loss of room rental in excess of the \$100.00 per person bond. There is **no money taken** on the credit card and is purely used for security over the room, unless damages occur. Where **damage** to the apartment does occur all room occupants are responsible for the cost of repair. A quote for the damages and loss of room rental will be obtained, and then the cardholder will be notified. Payment can be via credit card, or direct deposit into our bank account. This is standard practice and we ask all guests for credit card imprint at check-in not just for schoolies bookings. Each guest travelling must fill out the "*Travel Request and Credit Card Authorisation Form*". If the "*Travel Request and Credit Card Authorisation Form*" are not filled out properly and not returned before final payment on (**10th of September 2008**) we reserve the right to cancel your booking.
- When the final payment has been received the confirmation letter / receipt will be sent out with the balance due being zero this will show who out of the group has paid and who has not.
- There will also be a reminder note sent out 2 weeks before final payment is due

VALUABLES

- We ask all guests that all doors and windows shall be left securely closed when the apartments are unattended as we take no responsible for personal items
- Please note- that we will take no responsibility for the well-being and security of your valuables

RESORT FACILITIES

- Pool and BBQ area (The Crest pool is heated)
- 6 min walk to town and 6 min walk to the beach
- Austar
- DVD Players
- Reverse-cycle air-conditioning
- Under ground parking (1 space per room)
- Direct dial telephone with access to the internet through lap top.

AIRPORT TRANSFER

- The resort can help you organise your airport transfer please just add details on the bottom of the "*Travel Request and Credit Card Authorisation Form*" if you would like the resort to book airport transfers. Once confirmed by the transfer company, an e-mail will be sent to you to confirm your transfer. Please don't leave this to the last couple of weeks

PRICE POLICY

- All prices are correct at the time of publishing and may be subject to change

Cancellation by Us

- We reserve the right to cancel your booking and issue a full refund in the event of circumstances outside of our control.

THE CREST APARTMENTS BYRON BAY HOUSE RULES

- On arrival, all unit occupants are to re-read the house rules and agree to abide by them and sign the form below.
- Please inspect your unit on arrival using the room inspection checklist. Report any damage or a breakage to reception. The checklist is to be handed in within an hour of check in. If the sheet is not returned within the hour after check in, it will not be accepted and the guests will be responsible for any breakages or damage to the apartment upon check out. This needs to be signed by all guests in the apartment
- No keys to units will be issued until all occupants have arrived and completed the registration forms and obtained their resort identification bands (must be worn at all times). Only 2 sets of keys will be issued per apartment. Replacement cost of \$50.00 will apply if any keys are lost during your stay. This can be paid by cash or will be taken out of the bond on departure.
- **NO** visitors are permitted on the premises at any time. The resort is for registered guest only; only one warning will be given before eviction **NO PROPERTY BAND NO ENTRY**.
- We have neighbours therefore Noise is to be kept to a minimum at all times day & night, yelling, squealing and loud music will not be tolerated at anytime, one written warning before eviction, if evicted your bond will be forfeited.
- Under aged drinking and or drug taking is illegal and will not be tolerated.
- **NO GLASS** (bottles or containers etc) are permitted in the resort at any time, these will be confiscated (CANS ONLY)
- No item, including cigarette butts, bottle tops etc are to be thrown over or between balconies or left in gardens, extra cleaning charges will be deducted from your bond.
- No climbing between balconies or patios under any circumstances
- No clothes, towels etc to be hung over balconies
- Foul language will not be tolerated at any time
- The pool/BBQ area is open and may be used from 7:30am to 8pm ONLY. Any person found misusing facilities at anytime or using facilities after these hours will be evicted
- There is to be **no glassware** of any type around the pool area at any time, please use plastic glasses provided in each room.
- All apartments are **NON SMOKING**. Smoking is permitted on the balcony or patios only. Loss of bond if a strong smoke residue is detected in the apartment after check out.
- No smoking in the reception areas. All cigarettes butts are to be disposed of in the bins provided, butts found in gardens, patios and balconies will result in extra charges.
- Units are to be kept clean and tidy at all times with rubbish removed daily.
- Random room inspections will commence at 8am
- Security and management reserve the right to conduct spot inspections at any time with no prior warning
- We will take no responsibility for lost or misplaced valuables
- **BLANTANT BREACHES OF THE HOUSE RULES WILL LEAD TO EVICTIONED AND LOSS OF BOND.**

NAME _____ DATE _____

NAME _____ DATE _____

NAME _____ DATE _____

NAME _____ DATE _____

NAME _____ DATE _____

Reminder Notice given the day before Check-Out

We hope that you enjoyed your stay at The Crest Apartments Byron Bay.

We take this opportunity to remind you that departure time is 9 am sharp tomorrow morning. If guests have not checked out by 9 am **Late Check out fees will be deducted from your BOND.**

Should there be any flagrant Breaches of the House Rules on the last night your room will forfeit its BOND & YOU WILL BE ASKED TO LEAVE THE PROPERTY AT THE TIME OF THE BREACH.

All units are to be left in the same condition as when you first arrived, otherwise deductions will be made from your bond.

- Rubbish is to be removed and placed in the garbage bins located around the resort. Pick up all cigarette butts, can tops in and around your unit.
- All furniture is to be placed back in its original position.
- All plates, cups, kitchen utensils etc must be in their right place. Extra charges will apply for missing items or items that have been moved to other rooms. In a 1BRM Apt there should be 4 of everything and in the 2BRM Apt there should be 6 of everything.
- All linen is to be removed from beds and placed in one pile. Please leave all mattress protectors and quilt covers on beds.
- Washing up of crockery, glassware, cutlery etc to be done properly do not put dirty dishes back in cupboard.
- Any damaged, broken or missing items are to be reported to Reception IMMEDIATELY.
- If you have lost a key could you please contact Reception today, extra charges will apply.

PLEASE NOTE THAT ADDITIONAL WASHING UP LIQUID, GARBAGE BAGS AND DISHWASHING POWDER CAN BE OBTAINED FROM RECEPTION.

IMPORTANT NOTICE

ANY EXCESS CLEANING, CARPET CLEANING, RUBBISH REMOVAL OR SMOKING DETECTED WILL BE CHARGED TO YOUR BOND.

BOND MONEY WILL NOT BE REFUNDED TO ANY GUEST ON THE DAY OF DEPARTURE