

ABN 49664688966

Office Address: 571 Grange Road, • Grange • South Australia • 5022 • AUSTRALIA

Tel (61) 8+8464 0183

Email: book@eliteaccommodation.com.au

www.eliteaccommodation.com.au

Thank you for choosing to stay at one of the properties managed by LincEast Pty Ltd, trading as Elite Accommodation. We would appreciate your time to read our terms and conditions.

AGE REQUIREMENTS

To book any accommodation your group must all be aged 24 and over. (Does not apply to children travelling with parents).

VERIFICATION OF GUESTS

For verification purposes, a photo ID of a driver's Licence or Passport is required upon booking.

COVID19- REQUIREMENTS AND CANCELLATION POLICY

GUEST REQUIREMENTS DURING COVID

In keeping with the SA Health guidelines regarding social distancing and any travel restrictions that may be in place, the following is applied:-

Where guests are travelling as a group and not from the same family, each guest must submit their full contact details (Phone number and email address) including a driver's licence and will need to agree and sign a copy of our terms and conditions.

COVID CLEANING POLICY

Where a guest has tested positive whilst staying at one of our properties, the cost of an additional deep clean (\$360.00) will be automatically deducted from the security damage fee.

COVID 19 CANCELLATION POLICY- Elite Accommodation will give a full refund less the booking/admin fee that are outside our normal conditions above under the following circumstances:-

1. Travel restrictions have been enforced in any state so entry to Adelaide is no longer viable for the dates booked.

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COVID ISOLATION:-

If a guest contracts COVID or is a close contact and needs to isolate making them unable to travel within 1- 14 days of their trip, Elite will give a refund only if they can replace the booking.

We strongly suggest that all guests take out travel insurance that covers COVID.

CHECK IN/OUT TIMES

Check in time is 2.00 pm on the day of arrival. Check out time is by 10.00 am on the day of departure. If not adhered to a penalty will be incurred.

Property access information will be provided prior to arrival.

Refer to the booking letter for instructions re. Collection of keys

Mid-cleans can be arranged for our guests at a cost. (Minimum 2 x hour applies.)

A Booking fee of \$49 is applied upon confirmation of your booking and is non-refundable.

PAYMENT OF ACCOMMODATION/CANCELLATION POLICY

- a) The deposit equivalent to 50% is payable within 3 days of the date of the reservation being made. If the deposit is not received within this time, the reservation will lapse.
- b) The balance of the payment for accommodation costs must be paid one month prior to arrival.
- c) No booking is considered final until we have received the completed Guest Contact Details together with your deposit.
- d) The total payment is non-refundable for any bookings cancelled that reflect a stay during peak periods. ie. Christmas, Easter, Events. If Elite Accommodation is able to re-book the property with another guest, then a refund to the amount of the replaced booking will be applied.

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e) The deposit is refundable if the booking is cancelled 29 days prior to arrival for all off peak bookings. Cancellation 14-28 days prior to arrival incurs a 50% fee of the total tariff and if cancelled within 0-13 days prior to arrival there is no refund of the total cost.

f) If the property, for any unforeseen reason, cannot be available after payment has been made, Elite Accommodation will offer alternative accommodation or provide a full refund if this does not meet the guest needs.

We recommend all guests purchase travel insurance.

Elite Accommodation is not responsible for any injuries, illness or accidents that may occur whilst staying at our properties.

DAMAGE SECURITY PAYMENT

a) The Damage Security amount will vary as it is subject to the length of stay and the property that is being booked.

b) The Damage Security payment must be paid no later than two weeks prior to your arrival and can be paid via credit card or a direct transfer into our bank account and covers incidentals such as breakages, losses and damage including excessive cleaning and/or rubbish removal. If using a credit card, fees will apply to these transactions.

c) If no losses or damage occur the Damage Security payment will be paid in full into your nominated bank account 5-7 days after your departure. Please provide bank account details when completing this payment. For any losses or damages (including additional cleaning required after guest departure), Elite Accommodation reserves the right to deduct these costs from the Damage Security payment. If any damage exceeds the value of the Damage Security payment then the additional cost must be met by the guest.

METHOD OF PAYMENT

Payment may be made by EFTPOS, MasterCard or Visa **credit** cards. We do not accept Diners cards. Please note a 2.3% payment processing fee applies to Visa and MasterCard payment. **Please note that if using a Debit card, it will be treated as a credit card and you will be charged a 2.3% processing fee.**

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DURING YOUR STAY IT IS ACKNOWLEDGED THAT

a) The said property is for private holiday use and not for commercial purposes or the like. Unless, prior written consent is established with Elite Accommodation outlining exact details of the Event. Plus, an additional Event Fee + Event Cleaning Fee has been paid in advance.

b) Private parties/functions/Group gatherings/Birthday parties etc are strictly prohibited.

- For example:- No Hens parties, Bucks/Stag Nights are allowed.

Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

c) The said property is not to be used for any illegal purposes.

d) Only people listed on the Guest Contact Details form are to reside in the property.

e) The property is non-smoking, thus no smoking is permitted on the property.

f) No pets are allowed on or about the property at any time.

g) Access to the property may be required for maintenance/repairs.

h) The property must be left in a clean and tidy state. The kitchen must be cleaned and dishes washed, dried and put away and / or dishwasher loaded and turned on, all rubbish removed in order to avoid additional charges.

h) Elite Accommodation accepts no responsibility for any personal belongings left behind by the guest.

PROBLEMS OR COMPLAINTS



elite accommodation
HOLIDAY & EXECUTIVE RENTALS

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a) In the case of any problem or complaint, you must inform Management at the earliest opportunity, so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.

b) Failure to follow this procedure may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.