



THE CREST APARTMENTS

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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 however this cannot be guaranteed.

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, **visitors will not be allowed at any time for any reason**, and identification bands provided by the resort are to be worn at all times, **no band no entry**. **Loss of Band \$15 they do not fall off.**

We have a very strict **NO NOISE, NO PARTY** policy, as this is a building by- law 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 a minimum \$300 additional cleaning fee and a room relocation fee will apply if required.

It is important that you have read, and understand these booking terms, conditions, and house rules and agree to abide by them. Please note: - fines imposed for breaches or ignoring house rules, are non negotiable.

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.

RATES & DATES

➤ **WEEK 1 – SAT 19th November 2011 to the SAT 26th November 2011 SPECIALS AVAIL IN 1BRM APT WEEK 1 ONLY**

➤ 1BRM APT	Maximum of 2 adults	\$1800	+ \$200 bond per person
	Maximum of 3 adults	\$2250	+ \$200 bond per person
➤ 2BRM APT	Maximum of 5 adults	\$4000	+ \$200 bond per person

➤ **WEEK 2 – SUN 27th November 2011 to the SUN 4th December 2011**

➤ 1BRM APT	Maximum of 3 adults	\$2400	+ \$200 bond per person
➤ 2BRM APT	Maximum of 5 adults	\$4000	+ \$200 bond per person

CHECK IN AND CHECK OUT TIMES

- Check in time is **3pm** all group members to check- in together and check out time is **9am SHARP.**

AIRPORT TRANSFER

- To book an airport transfer click on the link <http://www.xcede.com.au/refer/CBA/> Book early for Early bird and Group discounts

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
- 6 min walk to town and 6 min walk to the beach
- Austar and DVD Players in all rooms
- Reverse-cycle air-conditioning
- Under ground parking (1 space per room)
- Direct dial telephone with access to the internet through lap top or wireless broadband (fee applies)

TERMS AND CONDITIONS

ACCOMMODATION

- Accommodation arrangements are based on **using the existing bedding**.
- The Crest Apartments have 2 room types a 1BRM and 2BRM APT both are self contained apartments with kitchen and laundry facilities
- The 1BRM APT sleeps a **maximum of 3** adults, the bedding configuration is 1 x queen and 1 x double sofa
- The 2BRM APT sleeps a **maximum of 5** adults, the bedding configuration is 1 x queen, 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 of \$100 for the week. (Please make arrangements 30 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)**. **Loss of Band \$15 they do not fall off**. If you are under 18 you must have consulted your parents and gained their consent to proceed with your booking we do not tolerate underage drinking.

DEPOSIT

- A 50% **NON-REFUNDABLE deposit** is required to make a booking.
The deposit payment is to be **direct debit only** (one deposit **only** per room.)
- 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 group organiser and it is this person's responsibility to pass on all information to the other travellers.
- Payment of the deposit to The Crest Apartments will be deemed as all members accept all our booking terms, conditions and house rules contained within this document. It is a condition of booking with us that a signed copy of the "**Travel Request and Credit Card Authorisation Form**" is sent back to us prior to the final payment being accepted. Failure to fill out the "**Travel Request and Credit Card Authorisation Form**" before the final payment will lead to the cancellation of your booking without refund.
- When confirming the booking we will need to know, all names of the person's travelling, contact details including email addresses, and at least 1 parent's email address (please advise an email address that is checked regularly). This information is to be received within 7 days of making the booking; this can be sent via email.
- All bookings are a 7 night minimum, for the specified dates above.

CANCELLATION

- There are **no refunds** in the event of a cancellation under any circumstances. We recommend that you to take out travel insurance to cover any loss in the event that you need to cancel your travel plans.
- 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 e-mail, fax or mail. No refunds for cancellations.

BONDS

- Each person travelling must pay a **\$200 accommodation bond** this bond payment is due with the final accommodation payment
For example 1 Bedroom Apt is \$2450 plus the \$200 per person for the accommodation bond
- Bonds will be refunded approx 10 days after check out. This will be by **one direct deposit payment** to the group organiser's bank account and for them to forward the monies on to the other parties in the group. If there are any problems please speak to the group organiser
- The group organiser will also receive by email a "**Bond Deductions Form**" which details any deductions that have been taken from the bond.
- Before final payment is due the group organiser will be emailed a "**Bond Refund Form**". The group organiser is to provide bank account details for the bond monies to be refunded to; this can be emailed or faxed back to us. We will not accept this information over the phone.
- A "**Travel Request and Credit Card Authorisation Form**" needs to be signed and sent back to us, this is to be used as an additional security bond over the room. Your parents' credit card will only be used in the event that the bond taken does not cover all damages, loss of room income or incoming guest relocation fee, caused as a result of damage done by the guests during their stay. The Credit card holder will be contacted before any money is taken from the card (see documentation for more details)

FINAL PAYMENT

- The balance including bond payments is due on or before the **10th of September 2011**
- Final payment will not be accepted until all **“Travel Request and Credit Card Authorisation Form”** has been received by us.
- We only **accept ONE final payment per apartment**; this is to be by **DIRECT DEPOSIT** only. (see booking confirmation for Bank details) In most cases you will have over 11 months to organise this.
- When the total **final payment per apartment has been received including the bond** a confirmation letter / receipt will be sent out with the balance due being zero to all members in the group, please don't contact us before
- If the final payment and **“Travel Request and Credit Card Authorisation Form”** is not received by the due date, we reserve the right to cancel your booking and you will forfeit all monies paid.
- Group organisers will need to send back to us the **“Bond Refund Forms”** with the final payment as bond will not be able to be refunded without this information. We will not take these details over the phone. This can be faxed, emailed or mailed back to The Crest

DOCUMENTATION

- When the **50% non-refundable** deposit has been paid your booking or bookings will be confirmed.
- We then need all the names and email addresses including a parents email (please make sure this is one that is regularly checked)
- Once guest's details have been received. You will receive a confirmation letter with the guest's name, the folio no which issued for final payment (for more details got to final payment section), the amount outstanding, the due date for the final payment and the bank details.
- All schoolies travelling will be sent out a **“Travel Request and Credit Card Authorisation Form”**, this is to be filled out and sent back to the resort **ASAP**; Final payment will not be accepted until all forms for the group have been received and filled out correctly. 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 **\$200.00 per person bond**. There is **no money taken** on the credit card and is purely used for security over the room, unless damages do occur. Where damage to the apartment does occur, all room occupants will be responsible for the cost of the repair. A quote for the damages and loss of room rental or guest relocation fee 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 who stay with us for a credit card imprint at check-in.
- Each guest travelling must fill out the **“Travel Request and Credit Card Authorisation Form”**. If the **“Travel Request and Credit Card Authorisation Form”** is not filled out properly and not returned before final payment on (**10th of September 2011**) we reserve the right to cancel your booking and you will forfeit all monies paid.
- A **“Bond Refund form”** will be sent to the group organiser 2 weeks before final payment is due. This forms needs to be filled out and mailed, faxed or emailed back to the resort ASAP, or bonds will not be refunded. We will not take information over the phone
- There will also be a reminder note sent out 2 weeks before final payment is due

Cancellation by Us

- We reserve the right to cancel your booking and issue a full refund in the event of any circumstance which may arise outside of our control.

PRICE POLICY

- All prices are correct at the time of publishing and may be subject to change without notice.

The Crest Apartments- HOUSE RULES

- On arrival, all unit guests are to re-read the house rules and agree to abide by them. All guests are required to sign and print their name accepting that they will abide by the house rules and fine system imposed.
- 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 15 minutes of check in. If the sheet is not returned within this time frame, 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 **(which 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 DAY OR NIGHT**. The resort is for registered guest only; first breach is a **\$100 fine** deducted from the room bond, second breach is a **\$100 fine** when all bond money is gone then the room will be evicted. **NO PROPERTY BAND NO ENTRY NO EXCUSES WILL BE ACCEPTED**
- We have neighbours and we are located in a residential area, 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, first breach is a **\$100 fine for the room** second breach is a **\$100 fine** when all bond is gone then the room will be evicted
- Under aged drinking and or drug taking is illegal and will not be tolerated at any time.
- **NO GLASS** (bottles or containers of alcohol etc) are permitted in the resort at any time, these will be confiscated (CANS ONLY) first breach is a **\$100 fine for the room** second breach is a **\$100 fine** when all bond is gone then the room will be evicted.
- 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, first breach is a **\$100 fine for that room**, second breach **eviction for that room**.
- No jumping from balconies into the pool or standing on balcony rails at anytime, **this will result in immediate eviction of the whole room**
- No clothes, towels etc to be hung over balconies, dryer and clothes airers are provided in each room
- Foul language will not be tolerated at any time, first breach is a **\$100 fine** for that room, second breach is a **\$100 fine for that room** when all bond is gone then the room will be evicted
- 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, first breach is a **\$100 fine** for the room second breach is a **\$100 fine** for the room when all bond is gone then the room 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. First breach is a **\$100 fine** for the room second breach is a **\$100 fine** for the room when all bond is gone then the room will be evicted
- 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. A **\$300 Minimum fine, plus any Extra cleaning charges that may apply, or guest relocation fee if required**.
- 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.
- My signature hereunder indicates that I have noted and accepted all the conditions contained herein and agree to abide by the building house rules and fine system imposed.

Print Name Signature..... Dated.....

Print Name Signature..... Dated.....

Print Name Signature..... Dated.....

Print Name Signature..... Dated.....

CREST SCHOOLIES BOOKING CHECKLIST

- ✓ Make sure that all schoolies and parents have read the terms and conditions and agree to abide by them
- ✓ To confirm a booking we require **50% NON REFUNABLE** to be paid via direct deposit (**this is one payment per apartment**) If deposit is not received by the due date, your room may be cancelled and sold without notice
- ✓ No booking is confirmed until we received the 50% non refundable deposit and the group organiser has received an email confirmation. **There are no refunds under any circumstance**
- ✓ Within 7 working days we need to receive all the names and email addresses of schoolies travelling and 1 parent email that is regularly checked
- ✓ Once names and email addresses have been received, we will forward a **Travel Request Forms** and **Confirmation Letter** (please see terms and conditions for more information regarding these forms)
- ✓ The **Travel Request forms** are to be filled out and to be sent back to the resort **ASAP**, We require 1 form per schoolies travelling. Making sure all details are filled out including credit card (for more information go to documentation in booking terms and conditions)
- ✓ Please make your own travel arrangement, there is a airport transfer link on the front page of booking terms and conditions
- ✓ **Before Final payment is due please make sure the following things are organised**
 - You will be sent a reminder through email regarding final payment including bank details and folio number
 - Please make sure that all members have filled out there **Travel Request Forms** and sent it back to the resort, final payment will not be accepted and your booking may be cancelled and deposit forfeited if we have not received a Travel Request Form back
 - Final payment is required by **direct deposit**, we will only accept 1 payment per apartment (please make sure this is organise before final payment is due, as booking made be cancelled if payment is not received by the due date
 - A **Bond Refund Form** will be sent out to the group organiser within the 2 weeks before final payment. The form is to be filled out and sent back to the resort **ASAP**, if this is not received back, the bond will not be refunded approx 10 days after the schoolies stay
 - Once I have received final payment an email will be sent to the group confirming that final payment has been received
 - Please note that payment may take up to 24 to 48 hours to appear on bank statement
- ✓ **FINAL PAYMENT IS DUE 10th September 2011**
- ✓ After schoolies have checked out and we have received the **Bond Refund Form** with group organisers banking details, Bonds will be processed and direct deposit into the group organiser's account. Group organisers will also receive a **Bond Deduction Form** by email the same day to outline an deductions that have been taken
- ✓ Please don't contact us if you haven't received your bond please contact the group organiser

Reminder Notice given to all Apartments 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 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, cutleries 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