

**BOOKING TERMS AND CONDITIONS**  
**THE CREST APARTMENTS**  
**Byron Bay NSW**

**CHECK IN AND CHECK OUT TIMES**

- Check in time is from **2pm** on day of arrival.
- Office hours are from 9am – 5pm M-F and 9am – 3pm Sat – Sun & P/H. If you intend to arrive outside of these hours please contact us directly and we will advise you of the after hours key collection procedure and key safe code.
- Check out time is **10am** (As we are a small complex we **do not** offer **LATE CHECK-OUTS** at any time).
- Luggage can be stored for you during **office hours only**, while your room is being cleaned or until your airport pick up. Luggage is stored at your own risk.

**DEPOSIT**

- A 50% deposit is required to make a booking.
- A booking will not be held without a deposit, once a deposit has been received the booking will be confirmed and a confirmation letter / fax or e-mail will be sent out to you.  
*Please read all the details carefully and contact us if there are any errors.*
- If the deposit is not received, your inquiry will be cancelled.
- If travel is within 30 days of the booking date then, a full non refundable payment is required at the time of making the booking / inquiry.
- Payment of the deposit or full payment will be deemed as accepting all booking terms and conditions.

**PAYMENT OPTIONS**

- Credit cards accepted are Visa, MasterCard, and Bankcard. Please note that there is a 2% surcharge credit card surcharge.
- Direct deposit is the only form of accepted payment, if the credit card holder will not be present at check-in see the paragraph below.
- The cardholder making this payment herein agrees that as a special condition of The Crest Apartments accepting this payment, the card holder will be required to **personally** register at reception on check-in and will be required to produce either the credit card or charge card used as the payment authority, and an acceptable form of photographic identification. The cardholder agrees to these terms and conditions by proceeding with this payment or booking.

**CANCELLATION**

- Cancellations made outside of 30 days of the arrival date will attract a \$100 administration fee. There will be no refunds for cancellations made with-in 30 days of the reserved arrival date.
- There are no refunds, or rate changes for a shortened length of stay after check-in or within 30 days of arrival.
- We reserve the right to cancel your booking at any time and issue a full refund in the event of any unforeseen circumstances.
- Please make sure you take out travel insurance to cover any unforeseen cancellations.

## FINAL PAYMENT

- Final payment or balance of your account is **due on arrival**.
- For bookings made within 30 days of arrival a full non refundable payment is required when making the booking.
- On arrival the guest will need produce a photo ID and security bond. Bond can be via a signed credit card imprint or \$300 cash bond. If you don't have a credit card please make sure you have your bond on arrival. No credit card, no Bond no key.
- Bond **can not** be taken on EFTPOS and refunded on departure.

## RATES AND CHANGES

- Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking.
- We reserve the right to cancel your booking/inquiry at any time and issue a full refund.

## SPECIAL REQUESTS

- Whilst we take all special requests into consideration, no such request is guaranteed.

## KEYS

- Keys that aren't returned to reception on departure will be charged at \$50 per key.

## ACCOMMODATION

- 1BRM Apt bedding configuration is 1 x queen bed and 1 x double sofa (max 3) Extra charges apply for 3<sup>rd</sup> person
- 2BRM Apt and Villa bedding configuration is 1 x queen bed, 2 x singles and double sofa not all rooms have sofa bed please specify whether sofa bed is needed when making booking (max 5) Extra charges apply for 5<sup>th</sup> person
- If existing bedding is not suitable, you may be able to hire a fold out single bed from reception for an additional charge of \$45 per night, which includes linen. This needs to be organised before arrival.
- All apartments are **NON-SMOKING**, ashtrays are provided for use on the outside patio or balcony. A minimum \$300 extra cleaning fee will occur if smoking is detected inside the apartments on departure. If the room is uninhabitable for the next guest and a relocation fee is applicable, this will be charged to the guest as well as any loss of room revenue.
- All apartments are fully self contained and are required to be left in a neat, clean and tidy condition on departure. All rubbish is to be removed from the room and disposed of in the wheelie bins. Please ensure all dishes and cooking utensils are washed, dried and stored in cupboards  
NB: An additional cleaning fee will be charged if this booking condition is not met.
- Complimentary Starter Packs have been provided for your convenience on arrival. This includes milk, sugar, tea, coffee, dishwashing powder, washing powder and toilet paper etc. These items will not be replaced during your stay. If you would like to purchase any further supplies of the above items or to hire extra linen please enquire to reception during office hours.
- Any breakages or damages to the apartment or loss of keys must be paid for by the guest. Please report any breakages or appliances failures to office.
- We ask that you secure your room at all times, you are responsible for your own valuables and possessions.

## Body Corporate Guide Lines.

- We have a strict **NO PARTY** policy for the comfort and enjoyment of all guests we would appreciate that noise levels are kept to a minimum level at all times.
- Noise from in or outside your apartment should not effect the quiet enjoyment of any other guest be it day or night.
- We reserve the right to expel any guest that disrupts the enjoyment of other guests or causes damage to the apartment or building, without a refund of any tariff paid.
- Only the number of people indicated at check-in are permitted to stay in the apartment over night any additions to this will be charged \$45 per night. Failure to disclose the correct number of guest staying in your apartment at check-in will lead to room eviction without refund.
- Visitors which can be no more than two per apartment are not permitted to use any of the resorts facilities such as the pool & BBQ. Visitors must vacate the property by 9pm. Failure to do so will lead to eviction without refund.
- Bins are located in the garages. Please remove all rubbish prior to departure. Red bin lids are for garbage and Yellow bin lids are recyclables.
- No pets of any kind are allowed in the resort at any time.