



TERMS & CONDITIONS

Thank you for choosing to stay at Skippers at Dundee. Please read the following information to ensure your stay is enjoyable and contact us if you have any queries. P: (08) 8941 4999 M: 0467 414 994

E: info@skippersatdundee.com

1. DEFINITIONS

'Booking' means the period for which you have paid to stay at the property.

'Property' means 295 Balanda Drive, Dundee Beach, Northern Territory 0840 and all its fixtures, fittings and equipment.

'Management', 'Skippers' 'We' and 'Our' means Skippers at Dundee Pty Ltd, its owners, managers, officers and employees.

'Guest/s' means the persons who stay overnight in the property during the booking.

'Visitor' means a person a Guest permits to visit the property during the booking but not stay overnight.

'Deposit' means the amount equivalent to 20% of the total booking.

'Security bond' means a pre-authorized credit card bond held for 5 – 10 working days by your bank and then released back onto your credit card as per our terms and conditions.

2. RESERVATION POLICY AND NUMBER OF GUESTS

- In addition to payment of your deposit, your credit card details are required to guarantee your reservation. Valid photo identification regardless of method of payment is required at the time of booking.
- Maximum number of guests permitted is 11 including children and infants.

3. CHECK-IN/ OUT

- Upon arrival each Guest will be required to sign the Guest Check-In Form and reconfirm acceptance of the terms and conditions for their stay.
- At check-in a pre-authorized security bond of \$100 (or \$350 for functions) is required by Visa credit card, MasterCard or American Express and is refundable within 5 – 10 working days subject to terms and conditions and depending on your bank.
- Check in time is between 2pm and 5pm on the arrival date and check out time is no later than 10am on departure date.
- Please notify management of expected arrival time and your mobile contact number at least 24 hours before arrival.
- Late departure is subject to prior arrangement and availability and extra charges may apply.

4. KEYS / REMOTE CONTROLS

- Key/s must be returned to the manager upon departure or left in the key deposit box.
- A \$100 key replacement fee applies to unreturned room keys and will be charged to your credit card.
- A \$100 remote control replacement fee applies to missing remote controls and will be charged to your credit card.
- If a locksmith needs to attend the cost of \$750 will be charged to your credit card.

5. PAYMENT

- A copy of both sides of your driver's licence is required in order to process all EFTPOS payments.
- A deposit of 20% of total accommodation charges is payable on booking.
- Bookings are not confirmed until this deposit is received.
- Payment of the balance of the total accommodation charges must be received no later than 30 days prior to your arrival date.
- Payments of the amount due must be received in Australian dollars net of any bank or other transaction charges.
- Please ensure payments are made within the specified time limits or the booking will be cancelled automatically without notice or liability to you.
- We accept payment by Visa, MasterCard, AMEX Card and direct deposit. All credit card transactions attract a 1.8% surcharge.
- Rates are quoted in Australian dollars and are exclusive of GST (Australian government imposed goods and services taxes). Should the government modify this tax rate or impose additional or other applicable taxes or



incremental applicable fees after the booking date and before departure, the then-current tax rate(s) and/or fees at the time of the stay shall apply and the charge for the services provided shall be adjusted to reflect the new rates, fees and/ or taxes imposed.

6. MAXIMUM LEAD TIME

- Available up to one year in advance.

7. CANCELLATION & VARIATION

- If you wish to vary or cancel you booking, please contact us immediately on 08 8941 4999.
- Your deposit is non-refundable in the event of a cancellation.
- Given the nature of our business and the difficulty in obtaining short term placement bookings, cancellation within 30 days of arrival date will result in all monies paid being forfeited.
- A variation of the booking which reduces the number of nights' stay and/ or the number of Guests will be treated as a cancellation of the booking in respect of those nights.
- As room rates vary depending on the booking season, any variation in a booking may result in varied fees. Also note minimum night stay limit also varies with the season.

8. NO-SHOW POLICY

- If Guests do not check-in on the confirmed arrival date their entire booking fee paid will be forfeited.

9. NO SMOKING PROPERTY

- No smoking applies to all interior spaces. This policy is strictly observed and monitored by smoke detection devices. If there is evidence of smoking including a smoke odour you will incur a \$750 fee to cover the cleaning of linen, carpets, mattress and air-conditioning sterilization.
- Management reserves the discretion to determine evidence of smoking. Any loss of booking due to additional cleaning required as a consequence of smoking will result in the lost booking fees being charged to the Guest in addition to all cleaning fees.
- Guest may smoke outside but please always use bins provided for all butts and rubbish.

10. PARTIES & FUNCTIONS

- Parties and functions may be permitted under certain circumstances and at the absolute discretion of management. They require prior approval at the time of booking, payment of a function fee and a pre-authorized security bond of \$350. Special conditions may also apply including extra charges beyond the function fee. Maximum number of guests permitted overnight remains at 11 including children and infants.

11. PETS ARE NOT ALLOWED AT THE PROPERTY.

- You acknowledge that the presence of any pet in a room will result in Management incurring extra cleaning costs before the room can be used by another Guest.
- Management reserves the discretion to determine evidence of pets. Any loss of booking due to additional cleaning required as a consequence of pets will result in the lost booking fees being charged to the Guest in addition to all cleaning fees.

12. LINEN & TOWELS

- We supply linen, pillows, doonas and bath towels which must be left where supplied in the bedroom or bathroom on departure. Pool towels are also provided for our pool area but not for use elsewhere. No linen is to be removed from the premises.

13. KITCHEN FACILITIES

- The kitchenette and fully equipped kitchen are available to Guests provided they are diligent in returning all items and thoroughly clean all areas and utensils used with very warm water and detergent. The owners/ managers accept no responsibility whatsoever for any injury or accident suffered by Guests while using these facilities.



14. ADVERTISING & MARKETING

- You agree that any user reviews, comments and/ or photos you submit can be used by Skippers at Dundee Pty Ltd for marketing purposes.

15. YOUR OTHER RESPONSIBILITIES

- You must comply with the instructions for use of the septic system that services the Property. Plumbing costs will be charged to you if you do not follow instructions and the septic system becomes blocked or damaged.
- You must comply with Skippers' reasonable requirements of appropriate and considerate behaviour and all instructions from management and the caretakers of the property concerning occupancy, property, health and safety, quiet enjoyment of the property and respect for our neighbours.
- Only Guests nominated and agreed in the booking form may stay overnight. Charges for additional Guests not named on your booking form will be debited to your credit card without further notice and will result in termination of your booking without refund.
- Guests must comply with Skippers' reasonable requirements of not disturbing neighbours, no undue noise, no behaviour likely to cause damage to property or offence or embarrassment to others and ceasing noise in common areas by 10pm.
- Extra cleaning charges may apply if rooms are left excessively dirty and if rubbish is left in grounds.
- Any costs associated with unnecessarily discharging fire extinguishers or interfering with smoke alarms resulting in cleaning and damages will be charged to you. Further, you will be required to vacate the Property without further warning or refund.
- Breach of our terms and conditions may result in:
 - charges against your credit card for expenses incurred by management including but not limited to any breakage, damage, theft or loss or extra charges for cleaning, rubbish removal, repairs, wear and tear, extra Guests or Visitors beyond those declared. Management may recover from you, repair or replacement cost (at management's discretion).
 - immediate termination and eviction without refund.
- We recommend you lock your room door and secure windows whenever your room is vacant and upon departure. Management accepts no responsibility for Guests' property during your stay and left on the premises. If property is left behind, we will do our best to collect and return to you at your cost.
- We recommend all Guests purchase travel insurance.

16. UNAVAILABILITY

- If the property becomes unavailable for your occupancy due to unforeseen circumstances (e.g. fire, storm, damage etc.) then management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy. Failing this our maximum liability to you is limited to refund of monies paid by you.

17. PROBLEMS OR COMPLAINTS

- We want you to enjoy your stay at Skippers so please inform management at the earliest opportunity of any problem or complaint. In this way we will aim to rectify the situation as quickly and efficiently as possible.

18. DISCLAIMER

You hereby acknowledge and agree that the property owner and manager will not be held responsible or liable for:

- Any injury or loss suffered by the occupants, Guests or their Visitors whatsoever or howsoever caused while occupying the Property due to their failure to comply with the Terms and Conditions and/ or reasonable instructions from management.
- Any injury or loss suffered by the occupants, Guests or their Visitors whatsoever or howsoever caused as a result of insects, wildlife or the natural environment in or around the Property. Crocodiles and poisonous/ dangerous animals are typically found in the Northern Territory on land and in water so all occupants are to take specific care at all times and strongly advised not to approach any wildlife under any circumstances.
- Any noise, disturbance or inconvenience caused as a result of renovation/ building works being carried out in or near the vicinity of the Property.
- Any variations in property descriptions or advertising materials. These are to be viewed as a general guide only.