

## TERMS AND CONDITIONS

### **Terms and Conditions**

Please note; you are bound by these conditions upon booking. If you need further clarification on these terms and conditions, please contact us prior to making a booking.

### **Accommodation**

Accommodation arrangements are based on using existing bedding. This may mean sharing a double bed. If this is not suitable you may be able to hire a fold out bed at your expense. If you are under 18 you must have consulted your parent and gained their consent to proceed with your Schoolies booking. Every effort is made to ensure that the description of facilities and services of hotels and apartments we sells is accurate, however these are continually being changed, upgraded and on occasion taken out of service. We cannot be held liable for omissions, errors or alterations to a properties facilities and services whether temporary or permanent. Any special requests made to properties cannot be guaranteed. Most of our apartments are privately owned and not operated by the resort management.

### **Deposit**

A non-refundable deposit of \$200 per person must be received by us at time of booking, payable with a credit card only. No other payment method for a deposit will be accepted. The minimum amount of deposits required for your chosen room type must be received upon making the reservation otherwise your booking will not be held. If you make multiple bookings to hold rooms you will not be refunded for any payments made on additional bookings.

There will be a booking fee payable of 2%. The deposit of \$200 is non-refundable but a person who notifies us in writing that they are cancelling may be replaced by a new person entering the group. The deposit can then be transferred to the new person. The person affecting a booking shall be deemed to have accepted and by making the booking represents to us that he/she is authorised to accept, the booking conditions on behalf of all persons named in the booking. If you would like to stay for more than 7 nights, it is possible to book 2 stays, but please be aware that these will be treated as two separate bookings and will require two separate bonds and deposits. Payment of this deposit will indicate acceptance of the terms and conditions of our accommodation packages.

### **The Organiser**

We expect that you have discussed any changes with your group as it is your duty to advise them. We are not responsible for any discrepancies between your roommates. Don't forget if you have made a booking, you've agreed to advise your room mates about the terms and conditions and house rules.

### **Amendments**

If you wish to change buildings or room types once a deposit has been received, you will incur a \$50 amendment fee per person, per change. Amendments must be notified in writing via email by the organiser or by the guest whose booking is being amended. No changes can be made via phone. Any building change will be subject to availability.

#### **Name changes**

Name changes are permitted however there will be a \$50 amendment fee.

No change of buildings, names or apartments or other travel arrangements is permitted within 30 days prior to travel. The organiser has the control to make any changes to the group booking. Leisurecom or the Offsite Managers does not take responsibility over any discrepancies between roommates in regards to these changes.

### **Minimum and Maximum Room Occupancy**

Our accommodation has a minimum and maximum person limit for each room type. The number of persons allowed per room is listed on the building information page. If you need to change buildings or apartments due to insufficient persons per room you will incur a \$50 amendment fee. \*Please read under amendments for more details.

Rooms may not exceed the maximum persons allowed due to fire and safety regulations.

### **Travel Insurance**

We strongly recommend you purchase comprehensive Travel Insurance at the time of booking. If you have selected QBE insurance, you will need to make additional payments (minimum of \$45 per person) on top of your \$200 deposit to be covered.

#### **Cooling Off Period**

If, having purchased the policy, you want to return it, you can do so within 14 days of receiving the Certificate of Insurance and obtain a full refund, provided no right or power has been exercised under it by you (eg no claim has been made) and your trip has not commenced.

### **Final Payment**

Final payment of the entire holiday is due 60 days prior to travel. This includes bond payments. All prices quoted include GST. If final payment is not received by the due date, Leisurecom reserves the right to cancel the booking without notice. Confirmations and invoices are subject to re-issue if incorrect through error or omission and the guest accepts the liability to then pay the correct cost or to decline to retain the reservation.

## **Cancellations**

More than 60 days prior to travel the \$200 deposit will be forfeited.

Less than 60 days prior to travel 100% of the total cost will be forfeited.

Cancellations must be notified in writing or via email by the guest whose booking is being cancelled. Leisurecom is not responsible for advising any other members of the group that a person in their party has cancelled.

## **Pricing Policy**

All prices are correct at time of publishing and are subject to change.

## **Bonds**

A Bond must be paid 60 days prior to arrival. All Apartments require a \$1000 bond. Bond Refunds are made approximately 10 working days after check out, but all bonds are subject to clearance from the accommodation houses concerned.

If the bond has been paid by any method other than credit card a refund will be made into the bank account of the Organiser. It is the organiser's responsibility to refund the bond back to the other guests. If the bond is paid by a credit card they must photocopy both sides of the card and sign and fax back to 07 5531 1350 and a Authorisation form must be completed and faxed back prior to 60 days.

## **Documentation**

Travel documents will be emailed to you on booking

## **Relationship**

Leisurecom organises and arranges the accommodation pursuant to contractual arrangements it has with apartment managers and owners. Leisurecom does not occupy or have any control over any hotel or apartment and as such is not liable for any damage or loss, whether to person or property and howsoever arising, to any person who has booked accommodation through Leisurecom.com

Leisurecom cannot guarantee the availability of accommodation and Leisurecom does reserve the right to change bookings. Although bookings for apartments are managed by Leisurecom.com the final decision as to the availability of the unit for rental rests with the owners and Offsite managers. Should owners withdraw their units from the rental pool, Leisurecom will use its best endeavours to offer alternative accommodation at no extra cost to those whose bookings have been affected. If Leisurecom concludes that it is not able to offer alternative accommodation, those whose bookings have been affected will be entitled to a refund of any monies paid. Leisurecom organises travel arrangements as agents on behalf of their principals and shall not be liable under any circumstances for any failure by those principals to fulfil such travel arrangements nor for any alteration or change of any kind made by those principals following the acceptance of the booking by them and you will be responsible at all times for any increases and any changes imposed by those principals.



Leisurecom both for itself and on the behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statement made by their principals in terms of travel arrangement. Leisurecom reserves the right to at any time and in its absolute discretion modify any accommodation or travel arrangements and to cancel the same without notice. The information you provide may be used to send information to you on products of interest. Leisurecom only accepts instructions on the above terms.

### **House Rules**

A copy of the house rules will be provided to each of the guests travelling. It is important that each person is given a copy of these rules. It is the organiser responsibility.