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STANDARD TERMS AND CONDITIONS

AS AGREED

- Check in time is 2:00pm on day of arrival.
- Check out time is by 10:00am on day of departure
- If possible, a representative from Timeball Apartments will be at the property to greet you during business hours on day of arrival. If this is not possible, alternative arrangements will be made.
- Bed and bath linen provided. The properties are all serviced for stays longer than 7 days. (Except public holidays and Sunday)

PAYMENT OF ACCOMMODATION

- a) The deposit equivalent to 20% is payable within 3 working days of the date of the reservation being made. If the deposit is not received within 3 working days, the reservation will lapse.
- b) The deposit is non-refundable. Payment of the rental deposit constitutes the clients acceptance of these terms and conditions.
- c) Balance of rental fee must be received in full 10 days prior to occupancy. If not the owner has the right to cancel the booking and attempt to re-let the property.
- d) In the case of cancellation by client, all monies paid are not refundable. Unless the apartment is re-let for the entire period of booking. If a refund is made due to the property being re-let then a \$50.00 cancellation fee will apply.
- e) The owners will make every effort to ensure the property is available as booked. However the owner reserves the right to make alterations to bookings due to unforeseen circumstances.
- f) Travel insurance is recommended for all bookings to provide protection against cancellation of travel, illness, injury and loss of baggage.

METHOD OF PAYMENT

- a) Payment can be made by either Mastercard or Visa Card. Please not a 1.5% processing fee applies.
- b) Payment is also accepted by electronic banking. Account details will be provided at time of booking.

DURING YOUR STAY IT IS ACKNOWLEDGED THAT

- a) The said property is for private holiday use and not for commercial purposes or the like.
- b) The said property is not to be used for private parties/functions.
- c) The said property is not to be used for illegal purposes.
- d) The property is non-smoking, thus no smoking is permitted indoors.
- e) No pets are allowed on or near the property at any time.
- f) Access to the property by owners for maintenance/repairs may be required.
- g) Number of guests should not exceed the number stated on customer booking form and/ or subsequently agreed previously in writing or email. Fees will apply for extra guests not previously agreed to with owners in advance.
- h) Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination of rental agreement.
- i) Damages, breakages, theft and loss are the responsibility of tenants during their stay. Fees will apply.
- j) Property to be left in a satisfactory condition. If not fees will apply.
- k) Loss. The owner takes no responsibility for tenant's personal property.
- l) Variations to these conditions may only be made by prior arrangement with owner in writing.

