



## Booking Terms & Conditions

Please read these terms and conditions carefully as these conditions incorporate the basis on which bookings for Holiday Mooloolaba are accepted.

## How to Book / Quotes and Reservations

- Bookings can be made over the internet at [www.HolidayMooloolaba.com.au](http://www.HolidayMooloolaba.com.au) or by calling our reservations call centre on (07) 5444 3244 or 1300 793 512 if calling from within Australia or + 61 7 5444 3244 if calling from overseas.
- Reservations are subject to availability and actual pricing at the time of booking.
- Verbal quotes are valid for 24 hours only. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.

## Deposit

- A non-refundable deposit of \$100 per room or the total booking value (whichever is the lower) must be received immediately by credit card to confirm the booking. Alternatively payment by Cheque or Direct Deposit must be received within 72 hours of making the booking to confirm the booking. If payment is not received within 72 hours Holiday Mooloolaba reserves the right to cancel the booking without notification. Payment of this deposit will indicate acceptance of these booking conditions.
- Holiday Mooloolaba bears no responsibility for monies paid via an online travel agency until cleared funds are received in the trust account of Holiday Mooloolaba (Property Forum Pty Ltd).
- A 2% surcharge will apply to all credit card & debit card transactions. We do not accept Diners or Amex Credit Cards.

## Final Payment

- Standard Conditions are full payment must be received at least 14 days prior to check-in.
- Standard Conditions for bookings made inside 14 days prior to check-in, full payment is required immediately at time of booking via credit card or direct transfer into our trust account within 72 hours of making the booking.
- Prices listed include GST (where applicable). If deposit or final payment is not received by the due date, Holiday Mooloolaba reserves the right to cancel the booking. Confirmation and invoices are subject to re-issue if incorrect through error or omission and the passenger accepts the liability to then pay the correct cost or to decline to retain the reservation.
- A 2% surcharge will apply to all credit card and debit card transactions.
- For all reservations travelling over peak seasons, inclusive of both High and Mid Seasons, payment will be required 30 days prior to arrival. Please note that when travelling over these dates, Holiday Mooloolaba standard payment conditions do not apply.

## Payment Options

- Standard Payments accepted include credit cards (Visa and MasterCard) Personal or Bank cheques, Bank transfer (allow 7 days transaction time for international transfer) and Cheque, all in AUD.
- A 2% surcharge will apply to all credit card and debit card transactions.
- Cheques SHOULD NOT be sent to the Hotel or Resort but instead posted to: Holiday Mooloolaba, Attention: Accounts, P.O. Box 4, Mooloolaba QLD 4557.

## Cancellation terms and charges

- Up to 14 days prior to arrival, loss of \$100 deposit paid per room, or the total booking value if that is less than \$100
- Between 14 days and 48 hours prior to day of arrival check-in time, 50% of total booking value.

- Within 48 hours of standard check in time, cancellations are subject to a 100% cancellation fee.

#### Special Rate Packages

- For Special Rates including dining (food and beverage) vouchers or special rate packages. From 14 days to 8 days prior to arrival, 50% of total booking value including package items.
- Cancellations 7 days or less prior to arrival date, are subject to a 100% cancellation fee on the entire package.

#### Travel During Peak (Mid and High) Season

- Cancellations made up to 30 days prior to arrival, loss of \$100 deposit paid per room, or the total booking value if that is less than \$100
- Cancellations made within 30 days prior to arrival are subject to a 100% cancellation fee.
- All amendments made within 30 days, will be treated as a cancellation incurring a 100% cancellation fee.

### **Amendments terms and charges**

All amendments to dates and room types are subject to availability at the time.

- Amendments are permitted up to 14 days prior to arrival either via email or via our Reservations Call Centre.
- Within 14 days of arrival amendments ARE permitted but can only be made via our call centre, and will be subject to our above "Cancellations terms and charges"
- Amendments are not accepted inside 48 hours of standard check-in time.
- A \$25.00 amendment fee will apply where it is made via email or our call centre.

#### Travel during Mid & High Seasons

- All amendments made within 30 days prior to arrival, will be treated as a cancellation incurring a 100% cancellation fee.

### **Refund Policy**

- No shows and cancellations after check in - will be subject to a 100% cancellation fee, however if after arrival clients are dissatisfied with any aspect of their accommodation & decide to terminate their stay, the amount to be refunded, if any is at the discretion of the Holiday Mooloolaba property manager.
- For ALL properties, once full payment has been made, according to the above "Final Payment" Terms & Conditions, there will be no refund. The residual balance after above cancellations fees are applied may be held as credit towards future bookings with Holiday Mooloolaba. This credit can only be held for a maximum period of twelve months from the day the booking is cancelled.
- Bookings held over in Credit will be completely at the discretion of the Holiday Mooloolaba property manager. Administration fees may be applied.
- No refund is given if you are unsatisfied with your accommodation however a partial or full refund may be granted for extraordinary circumstances. Satisfactory evidence in writing from a guest may be considered. No guarantee is given that your money will be refunded.

### **Rates and Changes**

- Rates quoted on this website are in AUD currency and are subject to change at anytime. Rates are inclusive of GST where applicable. All Holiday Mooloolaba properties do not include transport from your home port to holiday destination and return, items of a personal nature, meals (unless specified), transfers and existing or proposed taxes and government charges, unless otherwise indicated. (For Properties that do include meals please visit the website for more details).
- Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.
- Minimum length of stay restrictions may apply to certain rates during special event periods.
- The price of your holiday cannot be guaranteed until full payment is received.
- All prices and other payments and conditions should be confirmed at the time of booking.

## **House and Apartment Servicing**

- Holiday Mooloolaba properties do not include daily or weekly servicing. We do not provide any houses or apartments that receive a service for the entire period of stay. You can request a weekly service at the time of booking or when in house for an additional fee.
- Most of Holiday Mooloolaba's properties do not include linen in the tariff. If you have booked a property that does not have linen provided, you can supply your own linen or hire linen packs from Holiday Mooloolaba for an additional charge.
- Visit our website for information on which properties supply linen. If making the booking via our call centre you will be advised if the property has linen supplied, if not stated when booking this deems the property has no linen supplied.
- Most properties supply a complimentary starter pack of soap, tea, coffee, sugar, dishwashing liquid, laundry powder & toilet paper however any additional supplies required will need to be purchased at your own expense.
- Properties that are supplied with linen do not qualify for a service throughout the stay.
- Hiring a linen pack does not qualify for a daily or weekly service.

## **Check-in and Check-out**

- Standard check-in is 2pm and standard check-out is 10am.
- For guaranteed arrival prior to 2pm, a room must be reserved from the previous night and therefore includes an additional nightly charge.
- Late check out up to 12 noon is at the discretion of the reservations manager and must be requested the night before check out and charges may apply. Late check out after 12 noon will incur the following additional charges applied to your hotel account:
  - 10am to 12 noon - \$30.00 (not always applicable however up to the discretion of the Holiday Mooloolaba management team)
  - 12 noon to 1pm - \$60.00
  - 1 pm to 2 pm - \$100.00
  - After 2pm the full daily rate applies
- All late check out requests are subject to availability
- Late Arrivals out of office hours are required to pick their keys up from the late arrival safe located at our other office on 17-19 Brisbane Road, Mooloolaba.
- Upon check out, keys are to be dropped off at the Holiday Mooloolaba office by 10am or the above late fees will be applied. The late check out fee can be debited from the credit card of the guest and the guest hereby authorises Holiday Mooloolaba to do so.

## **Security Deposits and Photo I.D. required on check-in**

- An acceptable form of photographic identification will need to be produced at the hotel or resort prior to check-in.
- A credit card authorisation (pre-auth) or imprint will be required for at time of check in and may be used to cover incidental items such as (but not limited to): Any breakages or damage incurred during your stay. Cleaning charges in excess of the normal level of cleaning. We pre-authorise all credit cards upon arrival. Please note this process validates the presented credit card, and protects both the cardholder and merchant from increasing fraud incidents. We may pre-authorise a credit card for any charges we determine that the guest may be likely to consume during their stay. This may also include an amount to cover a security bond / deposit for damages. The pre-authorised amount is set aside by the credit card company for a period of up to 14-days. The pre-authorisation will affect your available funds balance or spending limit. For more information on this practice we suggest the cardholder contact their card issuer. Once a pre-authorisation has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. This is a restriction placed on us by the bank, and cannot be negotiated.
- The credit card used for the security bond must be in the same name of the person who signs the registration card upon arrival.
- Where a credit card is not available a minimum \$200.00 cash deposit will be required for apartments and a minimum of \$300 for houses. (This may be higher at some properties).
- Cash Bonds will be refunded after full inspection the same or the following day of check out. A \$5.00 administration fee will be charged if a cheque is required to be returned to the guest. Cash bonds are able to be picked up anytime from our office from 1 – 3 days after check out. Holiday Mooloolaba reserves the right to deduct all damages, missing items from this bond.

## **Room Allocation**

- In the unlikely event of a situation whereby Holiday Mooloolaba cannot provide accommodation as previously confirmed, for whatever reason, Holiday Mooloolaba will undertake to relocate clients into an alternative property of equal grading (as per the Holiday Mooloolaba grading used on the website). If there is an increase in rate, this may be payable by the client, this will be at the discretion of the Holiday Mooloolaba property manager.
- Should there not be a property of equal grading in the vicinity of the original booking, it may be required to provide clients with a resort of a lesser grading. If this is the case, any reduction in costs will be refunded to the client.
- The alternatives offered are at Holiday Mooloolaba's discretion. Should the client wish to choose a property of a standard other than that offered under this condition, then the client will be required to pay any difference in price between the Holiday Mooloolaba recommended property and their own choice of property.
- If the client is unhappy with the new accommodation offered they may receive a full refund of any monies paid.

## **Children's Prices**

- In most cases, children's prices for accommodation featured on the website refer to children occupying the same room/unit with at least two adults and using existing bedding. Additional charges will apply if extra beds or linen (including rollaway beds, sofa beds or cots) are required.
- Prices for any other combination of children and adults should be obtained from your consultant.

## **Accommodation**

- Whilst care is taken to ensure that the description of facilities and services of the Holiday Mooloolaba is accurate, these are continually being changed, upgraded, and on occasion taken out of service. If any feature/facility is essential for the passenger in choosing a particular property, it is advisable that the guest checks this with their travel consultant at time of booking. Holiday Mooloolaba cannot be held liable for omissions or errors, whether temporary or permanent of a property's facilities and services.
- Property room photos may not be specific to actual room allocated. Photos are indicative only. Accommodation facilities listed may not apply to all room types.

## **Special Requests**

- Whilst we attempt to satisfy all special requests, we are unable to provide a guarantee.

## **Maps and Images**

- Map images, if shown, are for general information and may not necessarily reflect actual routings, locations or services provided. Many of the destination shots featured on the website have been supplied by tourism authorities, including Mooloolaba Tourism.

## **Travel Insurance**

- We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the following cover: Loss of deposit through cancellation; loss or damage to personal baggage and loss of money and medical expenses.

## **General**

- The premises are let to you for Holiday purposes only.
- The tenancy is for the period stated in the confirmation letter, registration card and final receipt.
- The accommodation is for the maximum persons allowed on the confirmation letter, and registration card.

## **Future Bookings**

- Reservations are not automatically placed year after year. Please make your next booking early to avoid disappointment. We do NOT reserve your dates of stay the following year for your booking. It is up to you to ensure your booking is complete for the following year. We do not keep your dates available for your stay and all booking dates are open to the public to book as they choose. A \$100.00 deposit is required to secure all future reservations.

## **BBQ's / Cleaning / Additional Cleaning Charges**

- The property is to be left in a reasonable condition upon exit, failure to do so will incur an additional cleaning charge, and it is the discretion of the Holiday Mooloolaba property manager who will decide what an unreasonable condition is. A reasonable condition is upon exit the condition of the property must be similar or the same as upon entry.
- All dishes must be washed and put away in the cupboards provided; failure to do so will result in an additional charge.
- All rubbish must be removed prior to departure; failure to do so will result in an additional charge.
- If the property has a private BBQ, this must be cleaned prior to departure or an additional charge will apply.
  - Unwashed Dishes or left in Dishwasher Charge - \$30.00
  - Rubbish Removal - \$30.00
  - Uncleaned BBQ - \$50.00 (does not refer to BBQ's on common property, complex shared BBQ's)

## **Damage to Common Property**

- Occupiers of any unit shall not mark, paint, discolour, and drive nails or screws or the like into common property. You must not damage or deface any structure that forms part of the common property and must be compliant with each property's Bi-Laws.
- Clients shall not damage any lawn, garden, tree, shrub or plant being part of situated upon common property.

## **Loss, Damage or Theft**

- Damage or Loss of Keys will incur a replacement fee or possibly a charge for full replacement of the lock.
  - Each Key - \$20.00 per key
  - Each Restricted Key - \$50.00 per key
  - Fob - \$120.00 per fob
  - Remote - \$200.00 per remote
  - Full Replacement of lock or re-keying of lock - \$300.00 per lock (not including new keys) additional key charges to be applied as per above charges.
  - Call Out Fee - \$50.00 (if agent is called out after office hours to give access to misplaced or lost keys to gain access to the property).
- Damage to Carpets or upholstery or bedding will incur a professional steam cleaning charge.
  - Minor Upholstery - \$200 per lounge suite, Bed, Sofa, Cushions and Bed Linen.
  - All major damages are to be charged at Holiday Mooloolaba's property manager's discretion.
- Any damages, breakages or loss to inventory at the property will be charged at your expense.
- Any damages, breakages or loss to the property, furnishings or furniture will be charged at your expense.
- If there are any damaged items in the property, they must be reported to Holiday Mooloolaba no later than 4 hours after check in. Guests of the property are your responsibility and bound by the terms and conditions within. All charges will be applied to the client in the name of the booking / signer of the registration card.

## **Pets**

- No Pets are permitted at any of the properties.

## **Renovations**

- No responsibility will be taken for disturbances for properties being renovated either in the same complex or nearby.

## **Noise**

- Clients shall take all reasonable steps to ensure that their invitees do not behave in a manner likely to interfere with the peaceful enjoyment of occupiers of any other unit or surrounding properties. Noise must be reduced to a minimum after 10pm and clients must adhere to the property specific Bi-Laws.

## **Not Included in Price of Holiday**

- Airport taxes, costs of a personal nature e.g. laundry, taxis, telephone calls, linen servicing, room service.
- Meals and transport are not included in the rates; however some properties do have these as part of the package. Please visit the website or contact Holiday Mooloolaba for more information.

## **Booking Arrangements**

- The person effecting a booking shall be deemed to have accepted the booking conditions on behalf of all persons named in the booking.

## **Documentation**

- Travel documents / Booking confirmation will be forwarded by post or email when full payment is received.

## **Unaccompanied minors**

- All clients under the age of 18 must be accompanied by a parent/guardian or an individual over the age of 18, Holiday Mooloolaba has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID if requested on check-in.

## **Responsibility**

- Holiday Mooloolaba can sometimes include third party products in special packages. As an agent on behalf of this product or service the Holiday Mooloolaba shall not be liable under any circumstances for any failure by those service providers to fulfil such travel arrangements nor for any error, alteration or change of any kind made by those service providers following the acceptance of the booking by them. All coupons, vouchers, receipts and tickets are issued subject to the terms and conditions specified by those service providers.
- Holiday Mooloolaba both for itself and on 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 service providers in terms of travel arrangements. By utilising the travel services provided by Holiday Mooloolaba, you agree that:
- Holiday Mooloolaba shall not be liable for the wilful or negligent acts and/or omissions of such carriers and/or service providers. Holiday Mooloolaba will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.
- Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.
- Every effort is made to ensure that information displayed on this website is correct. Information and rates and Holiday Mooloolaba websites are subject to change without notice.
- Holiday Mooloolaba only accepts instructions on the above terms.