

TERMS AND CONDITIONS

Please read these terms and conditions carefully as they incorporate the basis upon which reservations are accepted by Verandah Apartments.

Making a reservation automatically accepts all the terms and conditions outlined hereunder. Antonas Perth Apartments Pty Ltd. ABN 29 604 167 124 (Verandah Apartments) reserves the right to change and/or modify any of these terms and conditions at any time without notice and such changes will become effective immediately. Please check these terms and conditions periodically for changes. The effective date of these terms and conditions is 01 July 2018.

AMENITIES AND PERSONAL COMFORTS

The following amenities are included in all apartments (variations may apply and brands are subject to change):

- bedding linen, blankets and pillows
- kitchen tea towels, dishwashing liquid and dishwashing tablets
- washing machine laundry detergent
- bathroom amenities including; shampoo, conditioner, body wash, body lotion and soap

HOW TO RESERVE

Reservations can be made online at www.verandahapartments.com.au or by calling +61 8 6142 5890. For further information please contact either the hotel direct or our reservation contact centre. Alternatively all travel agents have access to all our Apartments via their travel agency systems.

RATES

All rates are quoted in AU\$ (Australian dollars) and are per Apartment per night and include 10% goods and services tax (GST). Rates within reservations that have a valid confirmation by Verandah Apartments will be honored. Rates that have been quoted are not confirmed until a valid confirmation email has been received from Verandah Apartments and therefore subject to change. Verandah Apartments reserved the right to amend rates that have been confirmed at incorrect rates due to human or distribution errors.

BEST RATE GUARANTEE

We guarantee that you won't be able to find a lower rate for any of our hotels anywhere online. We understand that looking for the lowest rate can be time consuming and frustrating, that's why we ensure we have the lowest rate available on our own website so

you won't need to shop around. On the unlikely occasion you find a lower rate that is not listed on www.verandahapartments.com.au, please contact us on +61 8 6142 5890 and we will be happy to match it. The rate must be publicly available and valid for the same arrival and departure dates. The rate must be listed in AU\$ (Australian Dollars), not influenced by a currency conversion and include goods and services tax (GST). If the lower rate be the result of a third party website selling Verandah Apartments at a loss, we may not be able to match it.

ARRIVAL/DEPARTURE

Check-in/arrival time is from 14:00 (2:00PM). We allow guests to arrive earlier and to store any luggage until the apartment is ready. Check-out/departure time is prior to 11:00 (11:00AM) – late check-out after this time may incur an extra night's charge. If the hotel is fully committed on the departure date, late departures or extensions not already confirmed will not be permitted.

PHOTO IDENTIFICATION

Valid photo identification (ID) matching the name of the main guest within the reservation must be presented at time of check-in/arrival. This is required in order to verify your identity for hotel security purposes. A valid Australian driver's license, Australian issued proof of age card or an international passport are all acceptable forms of photo identification. As per our privacy policy, any personal information contained on the collected identification will not be on-sold; will be securely stored and carefully disposed of at the end of its usefulness.

PAYMENT

Payment for entire stay plus any incidentals is required at check-in/arrival. For high demand periods and special events, different payment policies that require pre-payment may apply. The payment policy will be confirmed at time of reservation. If the payment policy is not adhered to the reservation may be cancelled. We accept electronic funds transfer at point of sale (EFTPOS), Visa, MasterCard, American Express, Diners, JCB and China UnionPay. All amounts are charged in \$AU (Australian dollars). Any credit cards being used for payment (including incidentals) must be present at check-in/arrival by the cardholder. A 1.5% non-refundable credit card surcharge applies to all credit cards.

CREDIT CARD / SURCHARGES

We require a valid credit card at check-in for any charges to cover additional incidentals during your stay.

A non-refundable credit card surcharge of 1.5% applies when paying with a credit card at the hotel. This includes payments made through Visa payWave and MasterCard PayPass. There will be no surcharge when paying with EFTPOS (savings).

BONDS / PRE-AUTHORISE

For all reservations a \$100 refundable bond (charged on valid credit card) is required upon arrival to cover any damage that may occur to the Apartment/s during the occupied dates. A full inspection of all Apartments will be conducted by hotel management after each guest departs to determine if there is any damage. Excessive cleaning charges may also be taken out of the bond if deemed necessary by hotel management. The bond refund will be processed 24 Hours within the final guests departs and any outstanding amounts owing are paid in full.

CANCELLATIONS

Our standard cancellation policy requires reservation cancellations or changes to be advised to us by 2PM (14:00) hotel time, one (1) day prior to arrival. If the guest does not arrive by 11PM (23:00) on the arrival date without alerting the hotel, the reservation will be released and the first night of accommodation will be charged. Any pre-payments (if any) will also be forfeited. Over high demand and special event periods alternative cancellation policies may apply. The cancellation policy will be communicated during the reservation process and can be supplied in a confirmation email when requested.

CAR PARKING

You agree to enter the car park at your own risk. Verandah Apartments does not accept any responsibility for damages or loss to your property or property belonging to someone else.

CHILD POLICY

Children under the age of 12 years may stay at no additional charge when using existing bedding. *Conditions apply: refer to Maximum Capacity Per Apartment.*

COMMISSION

Please email us at stay@verandahapartments.com.au for further details on how to claim your commission with Verandah Apartments.

EMERGENCY SERVICE FEE

The registered guest agrees to pay any Emergency Service Callout Fee charged for false alarms. This includes circumstances relating to smoking and cooking inside of the room

where the smoke alarm is triggered. Guests are advised to use the rangehood when cooking.

EVICTON OF A GUEST

Verandah Apartments may evict a guest or visitors without warning. Guests who are evicted from a hotel will be blacklisted from all Verandah Apartments locations and we may choose to notify the police. A guest is subject to such eviction should the following (but not limited to) occur;

- Intoxication and unsavoury behaviour
- Overcrowding – when the number of persons in the Apartment exceeds the capacity (see maximum capacity per Apartment table)
- Physical or verbal assault towards hotel representatives, residents or other guests
- Wilful damage to Verandah Apartments property
- Any incident for which the police need to be called onto the premises
- Any behaviour posing a safety threat to others
- Ignoring advice to reduce excessive noise (music or other noise)
- Throwing of objects over the Apartment balconies or from windows
- Smoking within the Apartment (a cleaning and deodorizing fine will also apply)

FAILURE TO PAY

In the event that a guest fails to pay immediately upon demand any amount owing to Verandah Apartments, pursuant to the reservation and accommodation (including but not limited to telephone charges, Apartment damage and cleaning fees), Verandah Apartments reserves the right to deny access to the guest and ask that they vacate the premises.

FORCE MAJEURE

Guests and hotel representatives of Verandah Apartments are allowed partial impossibility in an agreement, where the performance of the agreement by either party is subject to acts of God, war, terrorism, government regulations, national disaster, strikes, civil disorder or curtailment of transportation facilities beyond the control of the parties making it inadvisable, illegal, or impossible to fulfil some or all of the agreement. Any agreements, contracts, quotes and reservations may be terminated without penalty for any one or more of such reasons by written notice from one party to the other.

GUEST COURTESY

For the comfort of all our guests, we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. We request that any non-registered visitors leave all

Apartments by 22:00 (10:00pm) each evening. Please also extend this courtesy to our neighbours when entering and exiting the building or car park.

HOUSEKEEPING APARTMENT SERVICING

Housekeeping servicing applied during the stay dates is communicated during the reservation process. Our standard housekeeping service is as follows; every day we will collect rubbish and a quick make up of your room. For stays longer than 4-nights, the Apartment will be fully cleaned every 4 days.

For some discounted rates, extended stay reservations (28+ nights), international tour groups and wholesalers, student and other groups a weekly housekeeping service may apply. Additional full servicing outside the normal cycle can be arranged at an extra cost when required. Housekeeping is able to supply additional amenities at any time upon request.

INTERNET

Complimentary internet is available across all Verandah Apartments hotel.

LIMIT OF LIABILITY

We do our best to ensure your reservation arrangements are satisfactory, however Verandah Apartments does not accept any liability whatsoever for any injury damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond our control including, but not limited to, war, civil disturbance, terrorism, fire, floods, acts of God, acts of Government or of any other authorities, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

MAXIMUM CAPACITY PER APARTMENT

Verandah Apartments adheres to the following maximum Apartment capacities at all times:

Studio apartment - 2 people max
1 bedroom apartment - 4 people max
2 bedroom apartment - 6 people max

MINIMUM LENGTH OF STAY

A minimum length of stay may apply during high demand or special event periods, as determined by Verandah Apartments. If you reserve an Apartment over such dates (as per the reservation terms and conditions) you agree to stay for the required minimum nights. Any

changes or cancellations (within the cancellation period) are subject to a penalty and may result forfeiting of any pre-payments and/or deposits.

GROUP RESERVATIONS

A minimum of four (4) Apartments reserved on one night is considered a group reservation, and separate terms and conditions applies.

LONG TERM RESERVATIONS

A minimum of fourteen (14) days reservation is considered long term reservation, and separate terms and conditions applies.

PET POLICY

Verandah Apartments does not permit pets at any locations. An animal is considered a breach of your accommodation conditions and you will be asked to leave or remove the animal. Guide dogs are permitted and must have a medallion on their collar with the registration number and the owner must also carry a laminated pass (with the owner and dog's name). Guide Dogs are required to be harnessed in public areas. Please advise ahead of time if you will be travelling with a Guide Dog.

PHOTOGRAPHS AND DESCRIPTIONS

Whilst care is taken to ensure that the photos and description of our facilities and services is accurate, these are continually being changed, upgraded, and on occasion, removed from service. If any feature or facility is essential to you in choosing a particular property, we highly recommend speaking to one of our reservation specialists, whom will assist your decision making process and if that feature or facility will be available during your stay. Descriptions are based on information available at the time of publishing and may vary or change at any time. Maps and location photographs are shown for general information only and highlight places in surrounding areas. Actual Apartments occupied may vary in decor and inclusions from those shown in photographs.

RIGHT OF ENTRY

In the event that the Verandah Apartments has a legitimate cause for concern or if the guest has not been seen nor been able to be contacted over a period of time, the Apartment may be entered by a hotel representative to ensure the safety and comfort of all guests is in order.

RIGHT TO REFUSE ENTRY

Verandah Apartments reserves the right to refuse a guest entry to the hotel or accommodation for any reason whatsoever including where the guest has engaged in conduct on a previous occasion adverse to the hotel.

RUBBISH REMOVAL

A rubbish (trash) chute is provided on each building floor for the removal of rubbish from the Apartment. All guests are responsible for the removal of their own rubbish on a daily basis. Bags are provided in each Apartment for this purpose and additional bags are available upon request to housekeeping.

SECURITY AND LOSS PREVENTION

All Verandah Apartments buildings are secure environments and we do everything possible to ensure security levels are maintained, and we ask that our guests do also. However, Verandah Apartments takes no responsibility for any personal possessions that are lost, stolen or misplaced whilst on the premises.

SILENT BOOKINGS

Silent bookings, also referred to as “incognito bookings”, are not accepted. Valid photo identification is required upon arrival and our hotel system must be able to reference correctly all guests within our hotels. Guest information is kept secure for post stay auditing purposes and may be provided upon legal demand from the authorities. If you wish to stay under a false name or require your details to be erased from our system after your stay, we regret that this request cannot be actioned and understand that you may choose alternate accommodation where your request can be met.

SMOKING POLICY

All Verandah Apartments are non-smoking and smoking in the internal Apartment is not permitted. Fines will apply to guests who do not adhere to this policy.

APARTMENT DAMAGE

The guest who registers at check-in/arrival will be held accountable for any damage to the Apartment and contents during the stay dates. The registered guest will be liable for damages caused (including those by third parties visiting the Apartment) which will result in

forfeiting any deposits, pre-payment and also may be subject to additional charges depending on damage. We reserve the right to process any charges in addition to accommodation to the presented credit card supplied at check-in/arrival.

APARTMENT TYPES AND ALLOCATION

Apartments reserved in each reservation are guaranteed, specific Apartment numbers (within the type reserved) and floor allocations are subject to availability upon check-in/arrival and cannot be pre-allocated or guaranteed. Higher and/or upgraded Apartment types need to be reserved at time of reservation to be guaranteed. If for any reason the Apartment type reserved is no longer available at time of check-in/arrival, Verandah Apartments will provide a substituted Apartment of equal or greater value and standard at the same rate confirmed. In extreme cases Verandah Apartments will relocate guests to a nearby Apartment or hotel of similar standard (including transportation) or alternatively offer a full refund.

THIRD PARTY SELLING

Verandah Apartments does not permit resale to a third party or for trade purposes without prior consent and/or written agreement. Verandah Apartments reserves the right to accept or reject any such reservations. This also applies to group reservations and negotiated corporate rates that are resold.

TRAVEL INSURANCE

We highly recommend all our guests to have an appropriate level of travel insurance. Travel insurance can be arranged by many travel agents.

UNACCOMPANIED MINORS

A child who is staying without the accompaniment of a parent, guardian or adult over the age of eighteen (18-years) is considered as an unaccompanied minor. An unaccompanied minor/s may be permitted to stay at Verandah Apartments if they are registered at the hotel by an adult. The adult registering the unaccompanied minor must satisfy the normal payment and identification requirements, then sign the registration card on behalf of the unaccompanied minor. Verandah Apartments strongly advises against minors staying alone without adult supervision for safety reasons, as our Apartments may have gas cooking facilities, sharp knives, internal stairs and bathtubs which could be hazardous to minors staying alone. Verandah Apartments cannot accept any responsibility for injury caused by an

unsupervised minor staying in our Apartments, nor can we provide the service of supervising and caring for a minor during their stay.