



Long Stay at Seasons Apartment Hotel Group Terms and Conditions

RESERVATIONS

Reservations can be made by emailing the corresponding email listed on your rate form or calling the listed number of your chosen apartment hotel. Rates are based on arrival and departure dates requested. If these dates change then the rates may also change.

Rates are quoted in Australian dollars and on a per night per apartment basis and are based on continuous minimum night stay. Rates are valid for new bookings only and are not valid for conference or group business.

CONFIRMATIONS

All bookings are held in good faith to the arrival and departure date listed in the reservation, at the rate specified. To confirm reservations current valid credit card details are required unless the company has credit set up with Seasons Apartment Hotel Group.

CANCELLATIONS

Cancellation policy is as follows:

- 28 - 14 nights stays:
 - 72 hours or more prior to arrival: No charge
 - 24 hours to 72 hours prior to arrival: 1 nights' accommodation fee
 - Less than 24 hours prior to arrival: 2 night's accommodation fee
- 29+ nights stays:
 - 7 days or more prior to arrival: No charge
 - 6 – 4 days prior to arrival: 3nights' accommodation fee
 - 3 days or less prior to arrival: 4 night's accommodation fee

Any cancellation fee will automatically be charged to the credit card details provided for confirmation, or deducted from the reservation deposit. Any property may at their absolute discretion alter these terms and conditions for specific bookings, and advice in writing, the terms and conditions that will apply.

CHECKING IN

Valid photo identification regardless of method of payment and preauthorization of your credit card is required to check-in, If paying in cash, a room security bond will be required upon arrival. First 28 days accommodation will be charged on arrival unless charge back has been authorized.

EARLY CHECK OUT

As guests will be charged based on total consecutive length of stay the following rule can be applied for any early departures. For any stays that fall below the min 14 nights the rate should revert back to best available rate for any stayed nights. For 28 + night stays that fall under 28 nights but over 14 the applicable 14 nightly rate can be applied.

EXTENDING STAYS

If guest doesn't advise the correct length of stay at time of booking and or final stage check in (ie if they wish to stay for additional nights) then the rate will remain and reduced long stay rates will not be applicable.



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EVENT PERIODS

For stays 3 months or longer the event surcharges may be waived at the discretion of the hotel.

PAYMENT

First 28 days accommodation will be charged on arrival unless charge back has been authorized. Future payments will then be made in advance either weekly or fortnightly by either cash/ credit card/ EFTPOS at reception desk unless otherwise stated by the property. Seasons Apartment Hotel Group reserves the right to charge the credit card presented to settle any outstanding payments in accordance with the agreement or if the premises are vacated prematurely. In the event that the guest has been booked by a third party agent that has access to credit an appropriately authorized charge back needs to have been supplied. In the event that the guest has been booked by a third party agent that will be paying for the accommodation ensure have credit card authorization from agent clearly stating the charges. Payment can be made via cash, credit card or EFTPOS. The card holder must be present with the credit/debit card on arrival to make the payment. Please note that all amounts shown by the property on our confirmation and registration card are in Australian Dollars. On departure a \$100 exit cleaning fee will be charged to the guest. Accepted credit cards are Visa, MasterCard, Diners, JCB and American Express. American Express, JCB and Diners credit card payments will attract an additional charge 2% of the total invoice. You may wish to change your payment choice to cash or EFTPOS to avoid the fee.

SERVICES

Rates are based on weekly housekeeping service (unless otherwise specified). The exact service schedule can be confirmed with reservations during your booking or with reception upon arrival. Should during your stay, you require an additional housekeeping services outside the normal cycle, this can be arranged, charges will apply. An additional checkout clean will be charged if a guest room is reoccupied during the stay. The property will charge cleaning/ fumigation fee for negligence in keeping room clean or any instance of infestation is found in your apartment during your stay.

DESCRIPTIONS, PHOTOGRAPHS & MAPS

Descriptions are based on information available at the time of publishing and may vary or change at any time. Maps and photographs are shown for general information only and highlight places in surrounding areas. Property photographs are representative only, actual apartments occupied may vary in decor and inclusions from those shown.

COOKING

The guest agrees to take utmost care during cooking to avoid excessive smoke, which may set off the fire alarm. Should the fire alarm be set off and the fire brigade attends the property the property reserves the right to charge the guest for this fee.