



Booking Terms & Conditions

*** Please read these terms and conditions carefully as these conditions incorporate the basis on which bookings for Olive Grove Estate are accepted ***

How to Book / Quotes and Reservations

- Bookings can be made over the internet at www.olivegroveestate.com.au or by calling our Reservations on 07 4681 0133 (Australian callers) or + 61 7 46810133 (International callers).
- Reservations are subject to availability and actual pricing at the time of booking.
- Verbal quotes or e-mail quotes are valid for 24 hours only. Any quote given is only an estimate of the price, which will be subject to written advice on confirmation of the reservation.

Payment

- Olive Grove Estate bears no responsibility for monies paid via a travel agency or third party until cleared funds are received by Olive Grove Estate. All bookings made through booking agents such as wotif.com are charged by wotif.com at the time of booking; however photo identification and credit card (Visa or Mastercard only) are required upon check-in for security deposit and incidentals such as min-bar consumables, along with a bond. All guests are required to provide a credit card for pre-authorisation on arrival to cover any miscellaneous charges. A minimum of \$500.00 will be required and the pre-authorisation will automatically be removed from your credit card account should no charges apply to your stay after the room has been checked and cleaned.
- Full payment is required at time of booking via credit card. Direct deposits or cheques will be accepted but must be cleared prior to confirmation of booking. No cheques accepted unless cleared funds in account 7 days prior to booking.
- Prices listed include GST. Confirmation 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

- No cancellations accepted.
- No refunds are provided for cancellation, no shows, or any event that may prevent a guest arrival. Guests who do not turn up are regarded as "no shows" and no refund will be given.

Rates and Changes

- Rates are effective from 1 March 2008 to 31 December 2009 and may be changed at anytime. Prices listed are in Australian Dollars and are inclusive of GST where applicable. All Olive Grove Estate prices 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.

Apartment Servicing & Cleaning

- Olive Grove Estate Apartments are serviced on the 3rd day of stay and upon exit of guests.
- **Guests are to keep the apartments in a clean condition during their stay and upon departure. All kitchen crockery, cutlery, and utensils must be cleaned by the guest or placed in the dishwasher for cleaning prior to departure. All rubbish must be placed in the wheelie bins provided. All linen to be left on the beds and towels, face washers to be placed on the floor in the bathrooms.** If guest do not remove rubbish or leave extra cleaning to be done, it will be charged at \$50/hour for every hour over the normal cleaning time taken.
- Any damages incurred to the apartments during the stay will be charged to the guest along with room rates if the room cannot be let or bookings must be cancelled due to damaged apartments.
- The guest warrants that all charges as above will be deducted from the bond held or if in excess of the bond will be charged to the guest's credit card.

Additional Guests

- All apartments include a maximum of 2 guests in the room rate. Extra persons are charged at \$30 per person per night extra. Video surveillance will be determined for verification if there is a dispute. No visitors are allowed. In the event that more than the amount of persons booked is found on the premises, the stay will be terminated immediately and in the event of termination no refund applies. This is to ensure the comfort of all our guests.

Check-in and Check-out

- Standard check-in is 2pm and standard check-out is 10am. These times may vary, please contact the reservations manager on 4681 0133 or check the website. For guaranteed arrival prior to 2pm, a room must be reserved from the previous night and therefore includes an additional nightly charge.
- For arrival outside our standard reception closing time of 5pm, please advise arrival details at time of booking so that we can arrange to forward to you a copy of our after hours check in procedure and rates. Please phone 07 4681 0133 approx 1 hour from arrival to ensure that the Reception Manager is available at the time of your check-in.
- Late check out up to 10:30 am is at the discretion of the manager subject to availability and must be requested the night before check out. Late check out after 10:30 am will incur the following additional charges applied to your apartment account:
 - 10:30 am to 11:00 am - \$100.00

- After 11:00 am the full daily rate applies

Booking Arrangements

- Infants, Children under 8 years of age, are not catered for.
- The apartment price is for two people. Extra charges are applicable per person per night for more than two guests. The booking is for the nominated number and ages of persons booked and paid for.
- The person effecting a booking shall be deemed to have accepted the booking conditions on behalf of all persons named in the booking or staying with the person effecting the booking.

Conduct of Guests

- Guests are to consider other guests and neighbours during their stay. Any loud, boisterous, rude or obnoxious behaviour will result in immediate termination of stay and eviction without notice, without refund.
- Guests who behave obnoxiously, offensively or threaten any of our staff in any way will have their booking or stay terminated immediately without notice, without refund and Police called if necessary. If the booking is terminated prior to the stay a refund will be at the discretion of management depending upon the circumstances.
- We reserve the right to enter any apartment at any point in time for inspection of the property for condition or damage; or to speak to a guest in regards to their conduct or otherwise.
- Any damage to property will result in immediate termination of stay and eviction without notice, without refund, and all costs will be charged to the guest.
- If any additional persons are admitted by guests without the permission of Olive Grove Estate management, will result in the immediate termination of stay and all evicted without notice, without refund.
- Olive Grove Estate is a member of www.guestsbehavingbadly.com.au and if any guest damages the property, behaves badly as above, we reserve the right to permanently ban the guest from staying with us again, along with lodging the guest's name www.guestsbehavingbadly.com.au. If in the event we accept a booking then find the guest has been logged with unacceptable behaviour with www.guestsbehavingbadly.com.au by another hotel, we reserve the right to cancel the booking without question.

Room Allocation

- In the unlikely event of a situation whereby Olive Grove Estate cannot provide accommodation as previously confirmed, for whatever reason, Olive Grove Estate will undertake to relocate clients into an alternative accommodation at no extra expense to the client. As there is no comparable accommodation in the region as Olive Grove Estate, it may be required to provide clients with an accommodation of a lesser grading than Olive Grove Estate. If this is the case, any reduction in costs will be refunded to the client at the current rate at time of stay.
- Olive Grove Estate is a small boutique Apartment Complex comprising six apartments from two to four bedrooms. In the event that a guest books for example a four bedroom apartment for two people, we reserve the right to maximize the usage of the complex by providing the four bedroom to another guest requesting a stay with 4-8 people and relocate the original booking to an alternate apartment and refund to that guest the difference between the two apartments and the current rate at the time of stay.

Special Requests

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

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.

Documentation

- Travel documents will be available to view and print off the website or will be forwarded by email when full payment is received.

Under 18's

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

Responsibility

- Olive Grove Estate can sometimes include third party products in special packages. As an agent on behalf of this product or service Olive Grove Estate 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.
- Olive Grove Estate 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 Olive Grove Estate, you agree that:

- Olive Grove Estate shall not be liable for the willful or negligent acts and/or omissions of such carriers and/or service providers. Olive Grove Estate 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 our website is correct. Information and rates and Olive Grove Estate website are subject to change without notice.
- Olive Grove Estate only accepts instructions on the above terms.

Party and Alcohol Consumption Policy

NO PARTIES ON THE PREMISES

- Olive Grove Estate has zero tolerance policy on parties being held in the apartments. A party being defined as:
 - Any situation where the maximum number of guests booked per apartment is exceeded
 - Any situation where the noise level from the apartment is deemed too high thereby disturbing other apartment guests and/or the apartment residents
 - Any situation whereby excessive traffic to/from the apartment is identified
 - Any situation where it is deemed that intoxication is occurring
 - Any situation where it is identified that excessive alcohol is present
- In the event that any apartment/guest is identified as having a party, Olive Grove Estate reserves the right to immediately request all occupants of the apartment up to, and including, the guest who has registered for the apartment to vacate the premises.
- In the event that an eviction does occur, the registered guest will be charged for that night's accommodation and for any expense resulting from additional cleaning of the apartment, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.

ALCOHOL ON THE PREMISES

- Olive Grove Estate does not allow for excessive levels of alcohol to be brought on to the premises.
- Excessive amounts of alcohol being defined as:
 - Cases/slabs/cartons of beer etc
 - Multiple bottles/cases of spirits/wine
- In the event that a registered guest, or any persons associated with that guest, are identified as bringing excessive amounts of alcohol on to the property that person will be requested to either relinquish the alcohol to Olive Grove Estate. It will be stored in safekeeping for their retrieval on departure, or alternatively for the alcohol to be permanently removed off the premises.
- If at any stage should a person be deemed in breach of this policy, and refuse to abide by management requests, then the person/s will be requested to leave the premises.

ADDITIONAL ACTIONS THAT MAY RESULT IN EVICTION

- Olive Grove Estate reserves the right to immediately evict any guest, visitor or member of the public for the following reasons, but not limited to:
 - Intoxication and/or unsavoury/lewd behaviour
 - The throwing of objects
 - Spitting on the property or other persons
 - Wilful damage to property
 - Physical or verbal assault/abuse on the Olive Grove Estate staff, other guests, apartment residents, members of the public on the premises
 - Any behaviour deemed as a potential safety threat to others
 - Any breach of the alcohol or party policies
 - Any incident for which the police are required to attend

CONSEQUENCE OF EVICTION

- In the event that an eviction of any nature occurs, the registered guest, their associates and visitors, will not be able to make future reservations at Olive Grove Estate, via direct or third party bookings.
- In the event that any person requested to vacate the premises fails to adhere to this request, the police will be called which may result in further action being taken against the person/s in question.

It is understood by way of signing this document that the guest and their associates acknowledge, understand and agree to all Olive Grove Estate Terms & Conditions & House Rules as outlined in the above document. Olive Grove Estate reserves complete discretion when interpreting and implementing the Olive Grove Estate Terms & Conditions and House Rules for the purpose of protecting its assets and the safety and comfort of all Olive Grove Estate guests. It is further understood that breach of the Olive Grove Estate Terms & Conditions & House Rules will result in immediate eviction with 100% cancellation charges for remaining nights. Olive Grove Estate reserves the right to refuse accommodation to any arrival, which does not comply with these conditions, or remove during the stay anyone that does not comply with the conditions.

GUEST NAME

GUEST SIGNATURE

DATE