

**Terms & Conditions**  
**A Mollymook Beach Seaview**

Welcome to our home A Mollymook Beach Seaview is owned and operated by your hosts Lizzie, Rex & Jason.

**1. DEFINITIONS**

- “Booking” means the period for which you have paid to stay at the Property.
- “Property” means 4 Clissold Street, Mollymook NSW 2539 and all its fixtures, fittings and equipment.
- “Management” means the owners of the Property.
- “Guests” means the persons who stay overnight in the Property during the Booking.
- “Visitor” means a person a Guest permits to visit the Property during the Booking.

**2. ACCEPTANCE & RESPONSIBILITY.**

- Payment of the Deposit constitutes acceptance of these Terms and Conditions.

**3. CHECK IN/ OUT**

- Check-in time is not before 2pm on the arrival date and check out time is not later than 10am on departure date.
- Late departure is subject to prior arrangement and availability and extra charges will apply.
- You must notify Management of expected arrival time and a mobile contact number at least a day before arrival.

**4. SUPPLIES & PROVISIONS**

A Mollymook Beach Seaview is a self catering Bed & Breakfast. A generous start up hamper and provisions have been provided on your arrival. Any additional/restocking of items can be purchased from reception if required.

**5. PAYMENT**

- A deposit of \$100.00 (minimum) must be received within 2 days after the Booking is taken by Management. Bookings are not confirmed unless and until this deposit is received.
- Payment in full must be received on your arrival.
- Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice or liability to you.
- We accept deposit payment by the following methods: Visa, MasterCard, direct deposit into our bank account, bank cheque or money order.
- Personal cheques will be accepted if received at least 30 days prior to arrival.
- Our bank details if not set out below will be advised to you.

**6. CANCELLATION OR VARIATION**

- If you wish to vary or cancel your Booking, please contact us immediately on 02 4454 4620
- Your deposit is non-refundable in the event of a cancellation.
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking.
- If Management is able to relet the Property for the period cancelled a further refund may be made less administration charges, commissions and expenses.
- An administration charge of \$50.00 will be charged for any variation to your booking and/or early notification of cancellation where management has deemed a deposit refund less administration charges can be paid.
- If you have paid more than the deposit or paid in full and cancel your booking you will be refunded the remaining amount held
- Should you be eligible for a refund it will be forwarded by cheque.

**7. SECURITY BOND**

- A credit card authorisation must be provided to Management upon confirmation of your Booking
- Any damage loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the credit card. Examples include but are not limited to any breakage, damage or excess cleaning requirements.

### 8. UNAVAILABILITY

• If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc) then Management will inform you immediately and endeavour to obtain suitable alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

### 9. PARTIES & FUNCTIONS

• Parties and Functions are strictly prohibited.  
• Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

### 10. LINEN AND TOWELS

• We supply linen, pillows, blankets, bathrobes and towels which must be left where supplied in the bedrooms or bathroom on departure. Items removed on departure will be charged as per the guests credit card authorisation previously obtained.

### 11. PETS

• Pets are not allowed at the Property

### 12. GIFT VOUCHERS/GOLF PACKAGES

• Conditions with regard to gift vouchers and Golf Packages are provided when purchased and supplied with gift vouchers

### 13. YOUR OTHER RESPONSIBILITIES

- You must comply with all applicable terms and all instructions from Management of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbours.
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify management of this immediately. Management may recover from you repair or replacement cost (at Management's discretion)
- Only the guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay the booking may be terminated without refund immediately.
- Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be deducted from the security bond or charged to your credit card
- All furniture and furnishings must be left in the position they were in when you arrived
- The property should be vacated on time and secured. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed.
- *You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided at an additional charge of \$50.00*
- Smoking is not permitted in the Apartments. Smoking is permitted on the balcony's provided the apartment doors are closed. Failure to comply with this condition will result in immediate termination of the booking without refund.

### 14. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the apartment during reasonable hours.
- Any complaint, which cannot be resolved must be notified in writing to Management prior to departure from the Property.
- Failure to follow this procedure this may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.

We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at our property.