



'Booking' indicates the period for which you have paid to stay at the Property. 'Property' refers to Cornwall House Accommodation and all its fixtures, fittings and equipment. 'Management' refers to the owners and managers of the Property. 'Guests' are/is the person(s) staying in the Property during the Booking period. 'Visitor' refers to a person a Guest permits to visit the Property during the Booking.

ACCEPTANCE & RESPONSIBILITY

Payment of the booking constitutes acceptance of these Terms and Conditions. The Person booking and/or paying for the room is financially liable for all damages and additional cleaning charges for guests and their visitors.

CHECK IN/OUT

You must notify Management if you expect to check-in and/or check-out outside of the reception hours, which are 8.30am-5.30pm, to make alternative arrangement for key pickup/drop off.

Upon arrival, guests will be required to fill out our registration forms providing ID, Car registration and credit card details. These details will be destroyed once the guest has checked out and all room checks and accounts have been finalised.

Check out time is 10am. Late checkout can be arranged if the room has not already been booked out for another guest. If a guest does not vacate the room at the normal checkout time and has not made prior arrangements for a late checkout rendering the room unavailable for another guest, management reserves the right to charge the guest for an extra night.

RATE AND NUMBER OF GUESTS

Rate is stated in AUD and number of guests is restricted to the sleeping capacity indicated for each room. Exceeding the number of guests in the Property will incur \$50 AUD per additional guest, per night and all guests staying at the Property must be reported to Cornwall House Accommodation.

PAYMENT

All rooms must be paid in full at time of booking and are non-refundable.

Bookings are not confirmed until they are paid in full.

Payments of the amount due must be received in AUD, net of any bank or other transaction charges.

We accept payment by the following methods: Mastercard, Visa, American Express, Cash & Bank Transfer. (Cornwall House Accommodation bank details will be advised for bank transfer payments made by prior arrangement).

Cheques are not accepted



GUEST RESPONSIBILITIES & DAMAGES

Guests are responsible for damage, breakages, theft and loss of/to property. Any damage, loss or expense incurred, will be charged against the credit card supplied at Registration.

Examples of this include but are not limited to: Breakage (fixtures, electronics, appliances, glassware, et al.) Apartment damage, Decor or Linen damage. Failure to leave Property neat & tidy as given and free of rubbish. Rearrangement of furniture or decor - need to be returned to its original position. Extra guests beyond those declared. Missing remote controls or electrical equipment missing due to loss or theft. Loss of key.

Cigarette, vaping, pipe or cigar use in the rooms is not permitted. Extra cleaning charges may apply to guests who are found smoking in their rooms. Smoking/Vaping on the verandas is only permitted if it does not disturb other guests. Guests are permitted to smoke in the allocated smoking area.

Pets, animals or reptiles are not allowed at the Property at any time under any circumstances.

Rooms must be left in a clean and tidy condition

Rooms should be vacated on time

Any loss or damage to property should be reported

Any incident must be reported to Management as soon as possible

Respect other tenants and guests. Cornwall House Accommodation is located in a residential area and guests are asked to be considerate to our neighbours, staff and other guests, while occupying, entering or leaving the premises. Guests are not permitted to hold parties or functions or play loud music in their rooms, on the verandas, or in the car park.

Management reserves the right to evict any guests who are causing a disturbance or acting in an inappropriate and/or threatening manner. Management will not tolerate rude or aggressive behaviour and will not hesitate to call Security and/or Police if necessary. No refund will be given to evicted guests.

UNAVAILABILITY

If the Property becomes unavailable for your occupancy due to unforeseen circumstances (e.g., fire, storm, damage, etc), Management will inform you immediately and refund your payment. Management will endeavour to obtain suitable alternative accommodation for your occupancy however this may not always be possible.



ROOM SERVICES

All rooms will be serviced daily which includes making of the bed but excludes a linen change. Towels will be replaced only if they are left on the floor for cleaning staff to collect. If a guest requires their sheets to be changed this can be done for an extra charge. All rooms receive a full service at the end of each stay or if a guest stays longer than 5 nights. Any extra cleaning required above and beyond normal cleaning services will be subject to extra charges.