

**Accommodate Apartments Canberra  
Occupancy Agreement & Terms and Conditions**

Please note by confirming your reservation you enter into an Occupancy Agreement and agree to our Terms and Conditions as outlined below.

**\* Reception & Key Collection - Please collect keys from our reception**

Our reception is located at the corner of Giles and Jardine Street, Kingston.

Reception hours are:

08.30-17.30 Monday – Friday

09.00-12.00 Saturday

**\*If arrival falls on weekend, public holidays or check in is outside business hours please pre arrange key collection by contacting us on 02 6295 9430.**

**\*Key and Access Pass**

All keys and access pass collected upon check in needs to be returned when vacating the apartment.

In case keys and access passes are not returned a minimum of \$200.00 fee will be charged for replacement.

**\* Check In and Check Out Time**

Check in is from 14.00 and check out is at 10.00am.

Earlier arrival and later departure times can be arranged, subject to availability, however applicable day -use charges may also apply.

-Please also refer to our 'check out procedure'-

**\*Inclusions**

Weekly housekeeping and linen service is included in your rate as well as security car parking and the complete cost of the apartment (utilities).

Depending on your location resort style facilities are also offered; including heated swimming pool, spa, sauna and fitness centre.

Please check your inclusions when confirming your reservation.

**\*Payment Options**

**DEFT Payment**

Credit Card and Customer Initiated Direct Debit Payment System provided by Macquarie Bank. Please note there is a charge added for this service.

[www.deft.com.au](http://www.deft.com.au) or call 1300 30 10 90

**\*Please contact us for a reference number if you wish to use this method of payment.\***

**Direct Credit**

**Account name:** Canberra's Property Shop Trust Account

**BSB No:** 182-266

**Account No:** 3006 12496

**Reference:**

**\*Please use your FULL NAME as reference if you wish to use this method of payment.\***

### Credit Card

**PLEASE NOTE THERE IS A SURCHARGE FOR CREDIT CARD PAYMENTS AS FOLLOWS:**

**Visa and Mastercard 1.50%**

**American Express 3.30%**

**Diners 3.773%**

**This amount needs to be added to your tariff.**

**If you chose this method of payment we require the following information**

Credit Card Type:

Credit Card Number:

Expiry date:

CVV No: Security Code (back of card last three digits):

Name on card:

Your credit card is kept on file for any incidental charges.

We also accept **Cheque** and **Money Order**.

Please send cheques to PO BOX 5044, Kingston ACT 2604

### \*Incidental Charges

A Credit Card is held to secure the reservation and for any incidental charges that might occur.

Accommodate Canberra is irrevocably authorized to charge the credit card should any incidental charges occur.

### \*Payment Policy

For short term stays (0-28 days) we request full payment at least seven days prior to arrival.

Should payment be not received Accommodate Canberra has the right to treat cancellation as cancelled and allocate the apartment for any other reservation.

In case of non arrival or if departure date is brought forward funds are non refundable.

A Credit Card is held to secure the reservation and for any incidental charges that might occur.

Accommodate Canberra is irrevocably authorised to charge the credit card should the account be not settled in full upon departure.

For long term stays (28 days+) four weeks of accommodation fee is payable at least 14 days prior to arrival and on advanced fortnightly or monthly intervals thereafter, unless otherwise agreed. Account should remain in credit at all times, should account fall into arrears late fee charges will apply.

An occupancy agreement is signed upon arrival and a Credit Card is held for any incidental charges that might occur.

In case of non arrival or if departure date is brought forward funds are non refundable.

Accommodate Canberra is irrevocably authorised to charge the credit card should the account be not settled in full upon departure.

### \*Cancellation Policy & Non Arrival Fee

Short term stay (0-28 days):

Full accommodation fee will be charged by Accommodate Canberra if reservation is cancelled later than 7 days before arrival or in case of non arrival.

Medium to Long term stay (28 days +)

One week's accommodation fee will be charged by Accommodate Canberra if reservation is cancelled later than 14 days before arrival or in case of non arrival.

### \*Room Allocation

Should an apartment become unavailable due to an extension of reservation, maintenance or any other reasons; Accommodate Apartments Canberra will try to allocate a similar apartment type of the same standard for the reservation.

### \*Extension of Stay

Your stay may be extended; subject to availability.

Should the apartment be unavailable for extension; Accommodate Apartments Canberra will offer a similar apartment type of the same standard.

### \*Smoking Policy

Please be advised that all Accommodate Canberra properties have a 100% smoke-free policy.

Guests will be charged a \$300.00 cleaning fee if evidence of smoking is detected within the apartment.

### **\*Housekeeping Service**

Housekeeping and linen service is provided for your comfort.

Housekeeping days will fluctuate during your stay depending on occupancy.

Please note that if you decline your service your apartment will not be serviced that week ONLY and will be serviced the following week.

Should you wish to request additional housekeeping or linen service please advise us.

Charges are \$115.00/one bedroom and \$125.00/two bedroom apartment including linen service.

### **\*Check out Procedure**

Upon check out we ask you to please leave the apartment by 10.00am unless agreed otherwise.

Please return the keys to our office, located on the corner of Giles and Jardine Streets, Kingston.

Please do not leave any food items in the fridge or pantry and please take your rubbish with you.

We thank you for leaving the apartment in a clean and tidy condition.

In case the apartment is not left in a reasonable state of cleanliness upon check out, Accommodate Apartments Canberra will charge an additional cleaning fee of \$300.00 and/or any other charges required to return the apartment to its original state of condition.

Should you fail to vacate your apartment by 10.00am a day use charge may also apply.

### **\*Compensation**

Guest is liable to compensate the Grantor for any damage to the premises or its contents where such damage is caused by the negligence or willful conduct of the guest or by any person whom the guest allows or permits to be on the premises.

Accommodate Apartments Canberra is authorized by the guest to draw down on the credit card provided in the event it is necessary to secure payment of the fee or for any other charge reasonably incurred or arising from this agreement.

### **\*Obligation of Guest/Occupant**

The obligations of the occupant are to:

Ensure the accommodation is locked and secure when unoccupied;

Maintain the accommodation in a reasonable state of cleanliness;

Report any defects as soon as practicable;

Repair any damage caused by negligence or willful act;

Take reasonable care of the premises and its contents;

Not use the premises for an illegal purpose;

Not to cause or permit a nuisance or interfere with the occupants of nearby premises;

Not to assign any benefit of this agreement to a third party.

### **\*Obligation of Accommodate Apartments Canberra**

Accommodate Apartments Canberra is obliged to:

Ensure the premises are clean and secure at the commencement of the accommodation period;

To fix, repair and make good any defects notified to it by the occupant as soon as practical;

To provide the occupant with all invoices relating to any utility or other charges incurred.

### **\*Inspection**

Representative from Accommodate Apartments Canberra may attend the premises, with or without notice, for the purpose of ensuring compliance with the mutual obligations of itself and the occupant under this agreement.

### **\*Termination**

This agreement may be terminated by Accommodate Apartments Canberra if the occupant fails to meet any of its obligations under this agreement and the occupant must immediately vacate the premises once notice of termination is given.

## **NOT A TENANCY AGREEMENT**

This agreement does not and is not intended to create a residential tenancy agreement or any rights which attach to such a tenancy.