

# accommodate

## Canberra

Accommodate Canberra aims to provide guests with a high quality accommodation experience. All care is taken to ensure the apartment is pleasant and comfortable providing you with a lifestyle of convenience, luxury and leisure. We look forward to meeting you and wish you an enjoyable stay!

### **Reception & 'Meet & Greet' Service**

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

We offer a 'meet and greet' service upon arrival when we provide keys and full orientation of the apartment.

### **Check In and Check Out Time**

Check in is from 14.00 and check out is before 11.00. Earlier arrival and later departure times can be arranged, subject to availability, however applicable day-use charges may also apply.

### **Inclusions**

Weekly housekeeping service is included in your rate as well as security car parking, security storage and the complete cost of the apartment (utilities). Depending on your location resort style facilities are also offered; including heated swimming pool, spa 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

[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 \*

Credit Card (Credit card payments may attract a surcharge.)

Credit Card Type:

Credit Card Number:

Expiry date:

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

We also accept Cheque and Money Order.

## **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 (0-21 days) we request full payment at least 4 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.

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 (21 days+) four weeks of accommodation fee is payable at least 14 days prior to arrival and on advanced fortnightly intervals thereafter. Account should remain in credit at all times.

An occupancy agreement is signed upon arrival and a Credit Card is held 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.

### **Cancellation Policy & Non Arrival Fee**

Short term stay (0-21 days):

One night's accommodation fee will be charged by Accommodate Canberra if reservation is cancelled later than 7 days before arrival.

Medium to Long term stay (21 days +)

One night's accommodation fee will be charged by Accommodate Canberra if reservation is cancelled later than 28 days before arrival.

No Show

One night's accommodation fee will be charged by Accommodate Canberra in case of non arrival.

### **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**

Weekly housekeeping is provided for your comfort including linen change and fresh towels. A prescheduled weekly appointment for housekeeping will be advised upon check in.