

Terms, conditions and privacy policy

TERMS AND CONDITIONS

Please read these booking terms and conditions carefully as they incorporate the basis upon which bookings are accepted by Byron Bay Side Central Studio Apartments.

SPECIFIC APARTMENT CANNOT BE GUARANTEED.

ADVANCED BOOKINGS:

Byron Bay Side Central Studio Apartments will not guarantee or confirm a booking or reservation made more than 365-days (1-Year) prior to arrival. Requests and booking expression of interests can be registered; however, no guarantee on availability or rate can be made. Byron Bay Side Central reserves the right to reject with reasonable notice any and all bookings made beyond 365-days.

ARRIVAL / DEPARTURE:

Check-in/arrival time is from 14:00 NSW Time (2:00pm). Should you arrive earlier guests are welcome to store any luggage in one of our lockers until the apartment is ready. Check-out/departure time is prior to 10:00 NSW time (10:00AM) - Late check-out after this time may incur an extra night's charge. If Byron Bay Side Central Studio Apartments is fully committed on the departure date, late departures or extensions not already confirmed will not be permitted.

GUEST REGISTRATION:

The registered guest name must exactly match the name provided on the photo identification. This person is responsible for the apartment and its contents for the period of registration. The registered guest will be liable for damages caused by third parties, including but not limited to visiting friends; regardless of whether the registered guest is present or not at the time the damage occurs.

The guest will be required to complete a guest registration form on arrival. The only guests permitted inside the apartment are those declared on this form. Visitors are only permitted between 9am-5:30pm and are required to check in at reception and follow all rules and instructions given by staff. Should unregistered guests be found in the apartment at any time Byron Bayside reserves the right to terminate the reservation immediately without a refund.

SECURITY DEPOSITS:

For all reservations, a \$200 credit card security deposit will be required upon arrival. And covers any damage that may occur to the apartment/s during the occupied dates. **WE DO NOT ACCEPT CASH**

Without the above-mentioned credit card security deposit we reserve the right to reject bookings, evict and / or remove guests who cannot provide enough security deposit to cover potential damage / charges.

Security deposits will NOT be refunded until a complete inspection of the vacant apartment by our staff has been conducted and all fobs and remotes have been returned.

A full inspection of all apartments will be conducted by hotel management after each guest departs to determine if there is any damage. Excessive cleaning charges may also be taken out of the security deposit if deemed necessary by hotel management. The security deposit refund will be processed within 24 Hours of the guest departing and any outstanding amounts owing are paid in full. The refund may take 3-7 working days to appear in your account depending on bank processing times.

Guests who damage property will be blacklisted from Byron Bay Side Central Studio Apartments. The property may choose to involve /notify the police.

CANCELLATIONS:

BOOKING DIRECTLY WITH US -If a booking is cancelled with more than 5 days of arrival during low season or 30 days during peak season, guests receive a refund of their deposit less a \$50 administration fee. If a booking is cancelled within 5 days of arrival during low season or 30 days during peak season, guests will forfeit their deposit. If a booking is cancelled within 5 days of arrival during low season or 30 days during peak season, guests will forfeit their deposit AND will also be responsible for the remaining balance if the apartment is not able to be re-let for the total period of original booking.

Please contact Byron Bay Side Central if you are unsure of which season your booking falls under.

BOOKING VIA TRAVEL AGENCIES AND/OR THIRD-PARTY SITE - Please be aware that strict non-refundable cancellation policies may apply. Please refer to the booking terms and conditions of the relevant agency and/or third-party site.

CAR PARKING:

You agree to enter the car park at your own risk. Byron Bay Side Central Studio Apartments does not accept any responsibility for damages or loss to your property or property belonging to someone else. The parking garage has a maximum height restriction of 2.1 meters. Each room reservation includes parking for one vehicle only inside the garage, no further parking is available inside the garage for additional vehicles. Any vehicle found in the garage that is not registered to a room will be removed at the guests expense.

COMMISSION:

All bookings made direct through Byron Bay Side Central Studio Apartments website and over the phone direct with the property are NON COMMISSIONABLE.

EVICTON OF A GUEST:

Byron Bay Side Central Studio Apartments may evict a guest or visitor without warning, should conditions warrant; Intoxication and unsavoury behaviour, Overcrowding - when the number of persons in the apartment exceeds the number of guests on the guest registration form. Physical or verbal assault towards staff, or other guests. Wilful damage to Byron Bay Side Central Studio Apartments property. Any incident for which the police need to be called onto the premises. Any behaviour posing a safety threat to others. Ignoring advice to reduce excessive noise (music or other noise). Throwing of objects over apartment balconies or from windows. Smoking (\$200 cleaning and deodorizing fine also applies)

HOUSEKEEPING SERVICES PROVIDED:

All bed linen, bathroom towelling, and kitchen tea towels are provided. A complimentary selection of guest bathroom amenities is also supplied along with kitchen detergent.

For stays of 1-6 Days Guests will receive a daily replenishment of kitchen and bathroom supplies as well as bins emptied. Daily making of beds and dishes are the responsibility of the guest.

For stays of 7 days + Guests will receive a daily replenishment of kitchen and bathroom supplies as well as bins emptied. Guests will receive a complimentary linen change during your stay. Daily making of beds and dishes are the responsibility of the guest.

Should during your stay, you require an additional full service outside the normal cycle; this can be arranged at an extra fee. Reception is able to supply additional toiletries and tea and coffee upon request during reception hours.

HOW TO BOOK:

Reservations can be made online at www.byronbayside.com or by calling +61 2 6685 6004. For further information please contact the staff at Byron Bay Side Central Studio Apartments.

LIMIT OF LIABILITY:

We do our best to ensure your booking arrangements are satisfactory, however Byron Bay Side Central Studio Apartments does not accept any liability whatsoever for any injury damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond its control including, but not limited to, war, civil disturbance, terrorism, fire, floods, acts of God, acts of Government or of any other authorities, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

MAXIMUM CAPACITY PER APARTMENT:

Byron Bay Side Central Studio Apartments has a maximum of three people within our Standard Balcony apartment's, Balcony Queen Apartment's and Standard Queen Apartments. Our Balcony Family Apartments has a maximum of four people. For health and safety reasons only, registered guests are permitted in the apartments at any time.

GROUP BOOKINGS:

Byron Bay Side Central Studio Apartments has a strict "No Party Policy" and "No Noise Policy". A maximum of 4 apartments applies to all group bookings and no more than 10 guests. Please note, we are unable to accommodate bookings for stag/hen/sporting parties. Any such bookings will be cancelled, with no refund given. The property apologises for any inconvenience.

NO PARTY & NO NOISE POLICY:

Byron Bay Side Central Studio Apartments may evict a guest or visitor without warning, should conditions warrant. Physical abuse towards staff, residents, other guests or security personnel will result in eviction and a lifetime ban from Byron Bay Side Central Studio Apartments.

Our "No Party & No Excessive Noise" policy, which will need to be signed and agreed to upon check-in at reception, will be strictly enforced. Any subsequent damage caused will be charged to the guest. Any person/s found to be creating excessive noise, having a party in their apartment or exceeding the number of permitted guests listed on the guest registration form will be evicted without refund.

PAYMENT CONDITIONS:

Payment will be required for the full stay (accommodation value) as follows and the additional security bond. One night stay - Total tariff charged as deposit. Two or more night's stay - Booking charged 50% of the total tariff as a deposit and the balance is paid on the day arrival. Please note, CASH is not accepted as payment of balance or for security deposits.

Extras: Cot \$20-extra per night, Child \$50-extra per night, Adult \$50-extra per night

- Valid photo identification is required to check-in, regardless of method of payment.
- - The credit card must be in the same name as the main registered guest staying

PRICES AND GST:

Prices are quoted in Australian dollars and are on a per apartment per night basis. The rates are subject to change without notice until booking is paid in full. All prices include 10% GST.

- Please note that all amounts shown by the apartments on our confirmation and registration card are in Australian Dollars.
- Accepted credit cards are Visa, MasterCard, China Union Pay, Diners and American Express.

PHOTOGRAPHS and MAPS:

Descriptions are based on information available at the time of publishing and may vary or change at any time. Maps and photographs are shown for general information only and highlight places in surrounding areas. Property photographs are representative only, actual apartments occupied may vary in decor and inclusions from those shown.

PHOTO IDENTIFICATION:

Adequate identification is required at time of check-in at Byron Bay Side Central Studio Apartments to verify your identity and must match the name on the reservation. A current driver's license, passport or other form of photo identification (ID) will be asked for prior to check-in. We require all credit card usage to be accompanied by an official Government issued ID which includes a photo and is valid at the time of your arrival. This ID may be copied and stored as record that we have verified who you are and your authority to use your credit card as to combat to increasing credit card crime. We believe that this policy best protects our guests and benefits all credit card holders, far beyond a simple signature comparison. As per our privacy policy, any personal information contained on the collected identification will not be on-sold, will be securely stored and carefully disposed of at the end of its usefulness.

RUBBISH REMOVAL:

Large rubbish bins are provided on the second floor adjacent to each staircase for the removal of rubbish from the apartment. All guests are responsible for the removal of their own rubbish on a daily basis. Bags are provided for this purpose.

RIGHT OF ENTRY:

In the event that the Management has a legitimate cause for concern or if the guest has not been seen or able to be contacted over a period of time the apartment may be entered by the Manager or their delegate to ensure the safety and comfort of other guests and our property.

SPECIAL CONDITIONS:

In the event that a guest fails to pay immediately upon demand any amount owing to Byron Bay Side Central Studio Apartments, pursuant to the booking and accommodation (including without limitation those incidentals such as, cleaning, etc. set out above) Byron Bay Side Central Studio Apartments, reserves the right to deny access to the guest and ask that they vacate the premises.

If in the event that a guest has caused damage to the property or effected other guests / occupants of the property, Byron Bay Side Central Studio Apartments reserves the right to ask that guest to leave and forfeit any monies paid and will require the guest to pay for any damage caused.

If a guest / occupant behaves in an unacceptable or aggressive manner to other guests / occupants or Byron Bay Side Central Studio Apartments security staff or is suspected of carrying out illegal acts on the premises, that guest / occupant will be asked to leave and the appropriate authorities will be notified. All monies paid will be forfeited.

All Byron Bay Side Central Studio Apartments buildings are secure environments, and we do everything possible to ensure security levels are maintained, and we ask that our guests do also. However, Byron Bay Side Central Studio Apartments takes no responsibility for any personal possessions that are lost, stolen or misplaced whilst on the premises. In that regard, we recommend that our guests obtain an appropriate level of travel insurance.

THIRD PARTY SELLING:

Byron Bay Side Central Studio Apartments does not permit resale to a third party or for trade purposes without prior consent and/or written agreement. Byron Bay Side Central Studio Apartments reserves the right to accept or reject any such reservations. This also applies to group reservations and negotiated corporate rates that are resold.

TRAVEL INSURANCE:

We highly recommend all our guests to have an appropriate level of travel insurance. Travel insurance can be arranged by many travel agents.

UNACCOMPANIED MINOR/S:

All guests must be over the age of 18 years, unless accompanied by a parent, guardian for safety reasons, as our apartments may have gas cooking facilities, which could be hazardous to minors staying alone. Byron Bay Side Central Studio Apartments cannot accept any responsibility for injury caused by an unsupervised minor staying in our apartments, nor can we provide the service of supervising and caring for a minor during their stay.

LOST PROPERTY

Byron Bayside Central Studio Apartments are not liable or responsible for any guest property left on the premises by the guest after checkout. Staff will contact the guest ONCE directly upon finding any property left behind, and the guest will be responsible for payment of goods being returned, or guest can collect their belongings in person. The hotel will not continue to follow up with the guest; it is the guests' responsibility to follow through with collection or postage. The hotel will only hold the property for a total of three (3) months from day of discovery, and items will be disposed of or donated to a local charity after this time. Items such as food and drink, cigarettes, magazines, items which may harm the environment, broken items or items equivalent to waste will be disposed of on the day of discovery. The hotel reserves the right to inspect the contents of misplaced baggage or belongings in order to dispose of the contents correctly.