

API Leisure & Lifestyle

Holiday Properties Terms & Conditions

P: 1300 653 322 E: info@apilifestyle.com.au

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The following Terms & Conditions apply to all bookings made in API Holiday Properties. These Terms & Conditions are aimed at ensuring all Members enjoy their stay, and API may continue to provide Holiday Homes at affordable rates.

When you make an API Holiday Home booking, you do so having agreed to the following Terms & Conditions: -

Prior to your stay

1. **Phone bookings** made with a customer services agent require a deposit of 30% to be paid at the time of booking, with the balance of 70% being paid no later than sixty (60) days prior to the first day of occupancy. For stays booked less than sixty (60) days ahead, payment in full is due at the time of booking. Bookings not meeting this requirement may be forfeited.
2. **Phone bookings** made with a customer service agent are subject to the payment terms as described on the Advice of Booking form and point 1 above.
3. A **web booking** request may be made through the website www.waterviewapartments.com.au. You may indicate in which unit you would prefer to reside during your stay. While API will endeavor to make the requested unit available, API reserves the right to allocate another unit or decline the request. Generally, changes will not be made unless it is for repairs, maintenance or due to unforeseen circumstances.
4. **Web booking** requests are to be made in multiples of 7-day stays commencing on a **Friday** if the property is in NSW, Vic or Tas. If the property is in QLD the commencement of each stay should be on a **Saturday**. At defined times, a booking request may be accepted for stays commencing on other days of the week or for periods other than 7-day stays. A request of this nature is to be made directly by calling API Customer Service on 1300 653 322.
5. A **web booking** will not be accepted unless it is paid in full at the time of booking.
6. You agree to pay a fee should you decide to cancel the booking. The cancellation fee you agree to pay is:
 - a. more than 90 days prior to tenancy: \$50
 - b. less than 90 days (*but more than 60 days*): forfeit 25% of the total booking fee.
 - c. less than 60 days (*but more than 28 days*): forfeit 50% of the total booking fee.
 - d. 28 days or less: forfeit 100% of the total booking fee.
7. Bookings are NOT transferable to anyone else and subletting is NOT permitted. The Member making the booking must be personally staying at the unit throughout the booking.
8. The booking period is from 2.00pm on the day of arrival **until no later than 10.00am** on the day of departure. (fees apply for late departures)
9. No more than the number of adults and children indicated at the time of booking are permitted to occupy the unit. The number of tenants allowed varies, and can be found in the information specific to each property.
10. While we understand your pets are very important, please make other arrangements for them during your stay. Pets are **NOT** permitted at any API holiday home site. This also applies to the pets of any visitors you may have. Service animals specifically trained to aid a person with a disability are welcome by prior arrangement.

During your stay

11. Please report all breakages and any damage to the Caretaker immediately. This will enable management to repair &/or replace items in a timely manner for both you and future guests. Any items, if damaged or soiled, will be replaced at your expense.
12. You are responsible for all guests and for ensuring they act reasonably and responsibly and for any damage they cause.
13. You are responsible for leaving the unit in a clean and tidy condition, otherwise fees will apply.
14. All API accommodation is strictly **Non-Smoking**. If smoking occurs in the unit, you agree to pay a fee of \$500 to cover the cost of cleaning carpets, curtains, washing walls and floors etc. to ensure the property is odor free for the next guest. If the unit cannot be made available in time for the next guest, you also agree to pay the cost of the next booking to API.
15. You are responsible for the conduct of all occupants and should ensure that no inconvenience is caused to other tenants, or residents in adjoining properties. To assist in this objective, please ensure music cannot be heard outside the unit.
16. API reserves the right to access units to attend to maintenance issues as may be required from time to time.
17. If you seek assistance from the caretaker for something reasonably within your control, you agree to pay the call-out fee applicable for the caretaker attending the unit.

Cancellation by API Leisure & Lifestyle

18. API Leisure & Lifestyle reserves the right to cancel any reservation before or during your stay. Should this occur API Leisure & Lifestyle will either provide a full refund of your stay or for the remainder of your stay or move you to an alternative unit or townhouse if available.
19. If damages occur and/or the terms and conditions are breached, you may be asked to leave. In this case, no refund will be provided, and fees will be charged to cover the damages.

The Caretakers are authorised to ensure members and guests comply with these Terms and Conditions