

## **Domain Resorts and Residences**

### **Booking Terms and Conditions**

Domain Resorts operates the following properties: Santai, Cotton Beach, Mainwaring, Drift Apartments North, Drift Apartments South, Drift Villas, Pandanus Pocket, Beach Shacks, Stradbroke Domain Resorts.

If booking via your Travel Agent please refer to their terms and conditions. The terms and conditions below are for bookings made via Domain Resorts and Residences direct or via our website.

### **How to Book / Quotes and Reservations**

Bookings can be made over the internet at [www.domainresorts.com](http://www.domainresorts.com) or by calling Domain Resorts and Residences direct on 1800 555 200 (Australian callers) or + 61 266705500 (International callers).

Reservations are subject to availability and actual pricing at the time of booking.

Verbal quotes are valid for 24 hours only. Any verbal quote given is only an estimate of the price, which will be subject to written advice on confirmation of the reservation from your booking agent.

### **Deposit**

A non-refundable deposit of the first full night's value of accommodation must be received immediately by Credit Card to confirm the booking. Payment of this deposit will indicate acceptance of these booking conditions.

Domain Resorts and Residences bears no responsibility for monies paid via a travel agency until cleared funds are received in the trust account of Domain Resorts and Residences.

### **Final Payment**

Full payment must be received at least 10 days prior to check-in. For bookings made inside 10 days prior to check-in, full payment is required at time of booking via credit card. Cheques will be accepted but must arrive within 72 hours of making the booking and at least 14 days prior to check-in.

Prices listed include GST for services other than accommodation. If deposit or final payment is not received by the due date, Domain Resorts and Residences reserve the right to cancel the booking without notice. Confirmation and invoices are subject to re-issue if incorrect through error or omission and the passenger accepts the liability to then pay the correct cost or to decline to retain the reservation.

### **Payment Options**

Payments accepted include credit cards (Visa, Mastercard, AMEX only), AUD personal or bank cheques / drafts and telegraphic transfer (allow 7 days transaction time). Prices quoted are in AUD and all payments must be made in AUD.

Cheques should not be sent to the resort but instead posted to Domain Resorts and Residences, PO Box 1606, Kingscliff NSW 2487.

### **Cancellations**

Up to 72 hours prior to check-in - Loss of the first night's full accommodation value. Any cancellations during peak periods will incur a 100% cancellation fee if cancelled within 7 days prior to arrival date.

No shows and cancellations after check in - will be subject to a 100% cancellation fee, however if after arrival clients are dissatisfied with any aspect of their accommodation & decide to terminate their stay, the amount to be refunded, if any is at the discretion of the property management.

### **Rates and Changes**

Rates are effective from 1 April 2009 to 31 March 2010 and may be changed at anytime. Prices listed are in Australian Dollars and GST is not applicable on room rates. All Domain Resorts and Residences properties do not include transport from your home port to holiday destination and return, items of a personal nature, meals (unless specified), transfers and existing or proposed taxes and government charges, unless otherwise indicated.

Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation. The price of your holiday cannot be guaranteed until full payment is received.

### **Apartment Servicing**

Domain Resorts and Residences are serviced on the 8th day of stay. Santai is an exception – daily servicing is offered when rack rate reservations are confirmed.

### **Check-in and Check-out**

Standard check-in is 2pm and standard check-out is 10am. Santai departure is 11am.

For guaranteed arrival prior to 2pm, a room must be reserved from the previous night and therefore includes an additional nightly charge.

For arrival outside of the resorts standard reception closing time, please advise arrival details at time of booking so that we can arrange to forward to you a copy of our after hours check in procedure. The office hours for reception will be on your confirmation.

Late check out up to 12 noon is at the discretion of the resort manager and must be requested the night before check out. Late check out after 12 noon will incur the following additional charges applied to your resort account:

- 12 noon to 1pm - \$60.00
- 1 pm to 2 pm - \$100.00
- After 2pm the full daily rate applies

### **Security Deposits and Photo I.D. required on check-in**

All guests are required to provide a credit card pre authorisation of \$100 on arrival to cover any miscellaneous charges. Where a credit card is not available a \$100.00 cash deposit will be required. In addition, an acceptable form of photographic identification will need to be produced at the resort prior to check-in.

### **Room Allocation**

In the unlikely event of a situation whereby Domain Resorts and Residences cannot provide accommodation as previously confirmed, for whatever reason, Domain Resorts and Residences will undertake to relocate clients into an alternative resort of equal or better grading (as per the Domain Resorts and Residences grading used within our brochure and website) at no expense to the client. Should there not be a resort of equal or better grading in the vicinity of the original booking, it may be required to provide clients with a resort of a lesser grading. If this is the case, any reduction in costs will be refunded to the client.

The alternatives offered are at Domain Resorts and Residences discretion. Should the client wish to choose a property of a standard other than that offered under this condition, then the client will be required to pay any difference in price between the Domain Resorts and Residences property and their own choice of property.

Bookings are held subject to the unit owner's approval. While Domain Resorts & Residences will use its best endeavours to offer alternative accommodation if the owner withdraws the apartment, the Office of Fair Trading does not prevent an owner from withdrawing property that is subject to a confirmed booking. In this circumstance, the booking may be cancelled and a refund offered.

### **Accommodation/ Facilities**

Whilst care is taken to ensure that the description of facilities and services of the Domain Resorts and Residences is accurate, these are continually being changed, upgraded, and on occasion taken out of service. If any feature/facility is essential for the passenger in choosing a particular property, it is advisable that the guest checks this at time of booking. Domain Resorts and Residences cannot be held liable for omissions or errors, whether temporary or permanent of a property's facilities and services.

Property room photos may not be specific to actual room allocated. Photos are indicative only. Accommodation facilities listed may not apply to all room types.

### **Special Requests**

Whilst we attempt to satisfy all special requests, we are unable to provide a guarantee.

### **Maps and Images**

Maps and images, if shown, are for general information and may not necessarily reflect actual routings, locations or services provided.

### **Travel Insurance**

We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the following cover:

- Loss of deposit through cancellation
- Loss or damage to personal baggage
- Loss of money and medical expenses

### **Not Included in Price of Holiday**

Costs of a personal nature e.g. laundry, taxis, airport taxes, telephone calls, room service, etc.

Meals and transport are not included in the rates.

### **Booking Arrangements**

The person finalising a booking shall be deemed to have accepted the booking conditions on behalf of all persons named in the booking.

### **Documentation**

Confirmation will be forwarded by post or email when full payment is received.

### **Under 18's**

All clients under the age of 18 must be accompanied by a parent/guardian or an individual over the age of 18, the property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID if requested on check-in.

### **Package Prices / Per Night Prices**

Per night prices are to be used as an indicator only and not as an extra night rate.

### **Responsibility**

Domain Resorts and Residences can sometimes include third party products in special packages. As an agent on behalf of a product or service, Domain Resorts and Residences shall not be liable under any circumstances for any failure by those service providers to fulfil such travel arrangements nor for any error, alteration or change of any kind made by those service providers following the acceptance of the booking by them. All coupons, vouchers, receipts and tickets are issued subject to the terms and conditions specified by those service providers.

Domain Resorts and Residences, both for itself and on behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statement made by their service providers in terms of travel arrangements. By utilising the travel services provided by Domain Resorts and Residences, you agree that:

- Domain Resorts and Residences shall not be liable for the wilful or negligent acts and/or omissions of such carriers and/or service providers.
- Domain Resorts and Residences will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.

Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.

Every effort is made to ensure that information displayed on this website is correct. Information and rates and Domain Resorts and Residences websites are subject to change without notice.

Travel Agents - Reservations are subject to availability and actual pricing at the time of booking. Any verbal quote given is an estimate only of the price, which will be subject to written advice on confirmation of the reservation from your booking agent.

Domain Resorts and Residences only accept reservations on the above terms. Please check your booking confirmation carefully for exact check in times for individual resorts.

## **DOMAIN RESIDENCES**

Please be aware that the information above also applies to any Residence (Holiday House) booked with Domain Resorts & Residences with the exception of the section entitled: Security Deposits and Photo I.D. required on check-in.

All Residences require a cash bond of \$1000, which is refundable via EFT 7 days after the departure date.