

Terms & Conditions – Beaches International Holiday Apartments

1. Bookings & Reservations

By making a booking with Beaches International Holiday Apartments, guests agree to comply with these Terms & Conditions.

- Bookings may be made directly through our website, by phone, email, or via authorised third-party booking platforms.
- All bookings are subject to apartment availability and applicable pricing at the time the reservation is made. Certain conditions and exclusions may apply, including but not limited to minimum stay requirements, seasonal restrictions, special event periods, and occupancy limits.
- Guests must ensure all booking details are accurate at the time of reservation.
- We reserve the right to refuse, cancel, or terminate bookings where these Terms & Conditions are breached.

If you reasonably believe a booking confirmation or invoice issued by Beaches International Holiday Apartments is incorrect, you must notify us as soon as possible so that we may review and, if necessary, reissue the documentation.

Guests who book online may access their booking details through the applicable booking platform or by contacting Beaches International Holiday Apartments directly.

Confirmed booking prices may change if:

- Payment due on a booking is not received by the specified due date;
- There is a change in or introduction of any government charge, tax, levy, or statutory fee affecting accommodation pricing;
- Booking details are amended, including but not limited to dates of stay, apartment type, number of guests, or applicable rates.
- Any quote provided by Beaches International Holiday Apartments is an estimate only and pricing is not confirmed until payment has been received and written booking confirmation has been issued.

Where a confirmed booking price changes due to the circumstances above, guests may choose to:

- Pay the updated booking amount; or
- Cancel the booking and receive a refund of monies paid where applicable under the cancellation policy.

Unaccompanied Minors

- The person making the booking must be at least 18 years of age and is responsible for all guests staying in the apartment.
- All guests under the age of 18 years must be accompanied by a responsible adult, such as a parent, legal guardian, or other adult with parental authority and responsibility.

If Beaches International Holiday Apartments reasonably believes that a guest under 18 years of age is not accompanied by a responsible adult, management reserves the right to:

- Refuse check-in;
- Cancel the booking immediately; and/or
- Require the guests to leave the property.

In these circumstances, any payments made may be forfeited in accordance with the cancellation policy.

Apartment Allocation:

Specific apartments cannot be guaranteed; we reserve the right to change bookings between apartments if necessary.

Additional Guests and Occupancy Restrictions:

- Only the number of guests specified and confirmed at the time of booking may stay in the apartment. No additional guests, visitors, or overnight occupants are permitted without prior written approval from Beaches International management.
- 2 - bedroom apartments accommodate 4 persons.
- 3 - bedroom apartments accommodate 6 persons.
- Maximum occupancy limits for each apartment must be strictly adhered to at all times in accordance with fire safety regulations, strata by-laws, and property licensing requirements.

If additional guests are found to be staying in the apartment without approval, Beaches International reserves the right to:

- charge additional accommodation fees;
- request immediate removal of unauthorised guests;
- terminate the booking without refund; and/or
- retain part or all the security bond to cover additional cleaning, wear and tear, or other associated costs.
- Guests are responsible for ensuring all members of their party comply with these Terms and Conditions, including noise, behaviour, and property rules.
- The apartments are intended for holiday accommodation purposes only and must not be used for parties, gatherings, functions, or events without prior written consent from Beaches International.

Schoolies, Bucks and Hens Parties

- Beaches International does not accept bookings for Schoolies groups, bucks parties, hens parties, end-of-school celebrations, large gatherings, parties, or similar events under any circumstances unless prior written approval has been provided by management.
- Any booking identified as being associated with such events may be cancelled immediately, either prior to arrival or during the stay, at the sole discretion of Beaches International.

Where a booking is cancelled due to a breach of this condition:

- all monies paid may be forfeited;
- guests may be required to vacate the property immediately without refund; and
- additional charges may apply for cleaning, damage, security call-outs, disturbances, or breaches of strata by-laws.

2. Payment Schedule

- A deposit may be required at the time of booking to secure the reservation.
- Full payment must be received prior to arrival in accordance with the booking confirmation provided.
- Failure to make payment by the due date may result in cancellation of the booking.
- Valid credit card details may be required for security purposes and incidental charges.
- Any damages, excess cleaning, lost keys, unpaid charges, or breaches of these Terms may be charged to the registered guest's credit card.
- You authorise charges for services, not billed at arrival, to be added to your account and charged to the credit card used for booking.

3. Cancellations & Refunds

- Deposits are refundable (less an administration fee of \$50) if the booking is cancelled at least 30 days prior to the intended arrival date. If under 30 days there will be no refund of the deposit amount. Christmas holiday cancellations must be at least 90 days prior to arrival date.
- Refunds, where applicable, will be processed back to the original payment method.
- Any applicable cancellation terms will be advised at the time of booking.
- No refunds are provided for early departures or reduced occupancy unless required by law.

4. Check-In & Check-Out

- Check-in time - 2pm (3pm during Christmas/January School Holidays), however this is not guaranteed. Due to labour market challenges and high demand, we sometimes experience delays in our check-in times.

- Check-out time is 10am (9am during Christmas/January School Holidays).
- Early check-in or late check-out requests are subject to availability and may incur additional charges.
- Guests must leave the apartment in a reasonable condition upon departure.
- All keys must be returned to reception or the key lockbox at check – out. Fees will be charged if keys are not returned. Valid credit card details may be required for security purposes and incidental charges.
- Any damages, excess cleaning, lost keys, unpaid charges, or breaches of these Terms may be charged to the registered guest’s credit card.
- You authorise charges for services, not billed at arrival, to be added to your account and charged to the credit card used for booking.

Identification and Security:

A valid photo ID and credit card (not debit) or a cash bond are required at check-in.

5. Guest Behaviour

To ensure the comfort and safety of all guests:

- Excessive noise, parties, antisocial behaviour, or unlawful activity are strictly prohibited.
- No guests after 10pm
- Quiet hours apply between 10:00pm and 7:00am.
- Management reserves the right to enter the apartment and/or evict guests without refund for disruptive behaviour or breaches of these Terms.

6. Pets

"Strictly No Pets: No pets, animals, or birds of any description are permitted on or inside the holiday accommodation at any time. Breach of this condition will result in the immediate cancellation of the reservation, forfeiture of all rent paid, and a mandatory deep-cleaning fee deducted from the security deposit."

Assistance animals are permitted; however you may be asked for proof of accreditation.

7. Non-Smoking Property

Beaches International Holiday Apartments is a strictly non-smoking property.

- Smoking, vaping, and the use of e-cigarettes are prohibited inside apartments, on balconies, and within common property/Beaches International grounds.

- Failure to comply may result in immediate termination of the stay without refund.
- Additional cleaning, deodorising, or damage charges resulting from smoking may be charged to the guest.

8. Electric Vehicle (EV) and Scooter Charging

For the safety of guests and the property:

- Electric vehicle and Scooter charging is not permitted at Beaches International.
- Guests must not use apartment power points, extension cords, or non-approved equipment to charge electric vehicles and Scooters.
- Guests are responsible for any damage, electrical faults, or fire risks caused by unauthorised charging of electrical vehicles.
- Electric vehicle charging stations are located at Stockland Shopping Centre for your convenience.

9. Drone Use

- Drone use over common areas, balconies, pools, neighbouring properties, or populated areas is prohibited at Beaches International.
- Drones must not be flown in a manner that disturbs other guests, invades privacy, or creates a safety risk.
- Any fines, penalties, claims, or damages arising from drone use are the sole responsibility of the operator.

For official drone regulations, guests may refer to [CASA Drone Rules](#).

10. Damage & Loss

- Guests are responsible for any damage caused to the apartment, furnishings, common property, or facilities during their stay.
- Any missing items, breakages, repairs, or excessive cleaning costs may be charged to the registered guest.

11. Liability

- While reasonable care is taken, Beaches International Holiday Apartments is not responsible for loss, theft, or damage to guests' personal belongings.
- Guests use the property and facilities at their own risk.
- To the maximum extent permitted by law, management excludes liability for injury, loss, delay, or inconvenience arising from circumstances beyond our reasonable control.

12. Loss Of or Damage to Guests' Property

UNDER the *Innkeepers Act 1968*, an innkeeper may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the innkeeper or any servant in the innkeeper's employ.

This liability however:

- (a) extends only to the property of guests who have engaged sleeping accommodation at the inn,
- (b) is limited to one hundred dollars to any one guest except in the case of property which has been deposited, or offered for deposit, for safe custody,
- (c) does not cover motor-vehicles or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to these premises or that liability thereunder attaches in any particular case.

13. Privacy

Personal information collected during the booking process is handled in accordance with Australian privacy laws and our Privacy Policy.

Information may include:

- Guest contact details
- Identification information
- Payment and credit card details
- Booking history and communication records

This information is collected for reservation management, payment processing, guest communication, security, and legal compliance purposes.

Please refer to our Privacy Policy for more information.

14. Amendments

Management reserves the right to amend these Terms & Conditions at any time without prior notice. The current version published on our website applies to all bookings and stays.

