

Norseman Apartments

Terms and Conditions of Accommodation

1. DEFINITIONS

- "Booking" means the period for which you have paid to stay at the Property.
- "Property" means Norseman Apartments (64 Angove St, Norseman, WA 6443) or Norseman Apartments Annex (140 Angove St, Norseman, WA 6443) and all its fixtures, fittings and equipment.
- "Management" means the owners and managers of the Property.
- "Guests" means the persons who stay overnight in the Property during the Booking.
- "Visitor" means a person a Guest permits to visit the Property during the Booking.

2. ACCEPTANCE & RESPONSIBILITY.

- Payment of the Deposit constitutes acceptance of these Terms and Conditions.

3. CHECK IN/ OUT

- Check-in time is not before 2pm on the arrival date and check out time is not later than 10am on departure date.
- Early check-in or late departure is subject to prior arrangement and availability and extra charges may apply.
- You must notify Management of names of all guests, expected arrival time and a mobile contact number at least 5 days before arrival.
- Check-in/check-out and key collection/return procedure will be via an external key lock box with access code sent to your nominated mobile phone number unless special arrangements have been made prior to arrival.

4. PAYMENT OPTION

- A deposit of \$50 (or 25% minimum for bookings of more than one night), must be received within 3 days after the Booking is taken by Management. Bookings are not confirmed unless and until this deposit is received. (Any variation to this for Corporate Guests will be through arrangement with Management).
- Payment in full is required one month before your arrival or for shorter lead in times, must be paid upon booking.
- Payments of the amount due must be received in AUD\$ net of any bank or other transaction charges.
- Please ensure payments are made within the specified time limits or the Booking may be cancelled automatically without notice or liability to you.
- We accept payment by the following methods: Credit card or Direct deposit into our bank account.
- A credit card surcharge of 2.2% may be levied to cover transaction costs associated with credit card payments.
- Our bank details will be advised to you.
- Cash or EFTPOS payments may only be accepted by prior arrangement.

5. CANCELLATION OR VARIATION OPTION

- If you wish to vary or cancel your Booking, please contact us immediately on 0476 644 400.
- Management recognizes that road closures, travel restrictions, bushfires, emergency situations beyond your control may delay your arrival. Please contact us asap to discuss. We will provide 100% refund for genuine situations of this nature.
- We understand that you may need to change your booking date. We will always be as flexible as possible to accommodate changes (subject to availability).
- A change of date is not considered a cancellation *however* multiple changes to booking dates may also incur an administration charge of \$50.
- A variation of the Booking which reduces the number of guests or nights may be treated as a cancellation of the Booking in respect of those guests or nights.
- Cancellation within three (3) days of arrival may forfeit *entire* booking costs (at Management's discretion).
- Cancellations of 4 or more days before arrival, you will receive a refund less your deposit (\$50 per day).
- If Management can re-let the Property for the period cancelled a further refund may be made less administration charges, commissions, and expenses.
- Should you be eligible for a refund it will be made through your chosen payment method at time of Booking.

6. SECURITY BOND

- A credit card authorization must be provided to Management upon confirmation of your Booking.
- Any damage loss or expense incurred by Management because of your breach of these Terms & Conditions will be charged against the credit card. Examples include but are not limited to any breakage, damage or excess cleaning requirements, extra Guests or Visitors beyond those declared.

7. UNAVAILABILITY

- If the Property becomes unavailable for your occupancy due to unforeseen circumstances (e.g. fire, storm, damage, etc.) then Management will inform you immediately and endeavor to obtain suitable alternative accommodation for your occupancy; failing which any moneys paid will be refunded in full.

8. PARTIES & FUNCTIONS

- Parties and Functions are strictly prohibited.
- Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

9. LINEN AND TOWELS

- We supply linen, pillows, blankets, bedding and towels which must be left where supplied in the bedrooms or bath room on departure.

10. PETS

- Although we advertise "Pet Friendly", this does not apply to all our accommodation. Pet friendly accommodation is by prior arrangement only. Pet owners are responsible for cleaning up after their pets both within and outside the property.
- Pets are not allowed on furniture at any time. Any evidence of pets on furniture may incur extra cleaning fees. (see our [Pet Friendly Policy](#))

11. YOUR OTHER RESPONSIBILITIES

- You must comply with all applicable Norseman Apartments House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbors.
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion)
- Only the guests nominated and agreed in the Booking may stay in the Property overnight. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- Disturbance to our neighbors, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the property, you will be charged the additional costs over and above the normal cleaning fee which will be deducted from the security bond (when applied) or charged to your credit card.
- All furniture and furnishings must be left in the position they were in when you arrived.
- The property should be vacated on time and secured. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed.
- You are responsible for the safekeeping and replacement of accommodation keys. If lost, duplicate keys will be provided at an additional charge of \$50.
- Smoking is not permitted inside the apartments or in any enclosed area on the Property.
- Smoking is permitted outdoors only on the Property, but all cigarettes are to be extinguished and disposed of in outside provided smoking bins only. We appreciate if you are always mindful to smoke well away from buildings, windows, air-conditioning, etc. where your smoke may affect others.
- Additional cleaning charges will be applied if it is evident smoking inside has occurred.

12. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.
- Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.
- Failure to follow this procedure this may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have.

We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at our property.