



Meriton Serviced Apartments – Further Information 2010

Check-in/Check-out Times:

Check-in is available from 2pm on the day of arrival. The property will assist with early arrivals; however they are subject to availability. As we offer apartment style accommodation, there can be delays on getting the entire group block of apartments ready by 2pm. Please note that in certain circumstances beyond our control not all apartments may be ready by this time. Check-out is prior to 10am on the day of departure. Additional charges will apply for apartments that check-out after this time. 24-hours notice is required if this needs to be extended and is strictly subject to availability.

Housekeeping Servicing:

All groups are sold with a basic daily housekeeping service consisting of fresh towels and making of the bed. A full service is offered on a three day cycle.

Guest Identification:

Valid Photo ID is required from all guests upon arrival. Photo identification matching the name of the booking must be presented at time of check-in at all Meriton Serviced Apartments. This is required in order to verify your identity. A current driver's license, proof of age card or a passport are all acceptable forms of photo ID and must be presented upon arrival at the property.

Credit Card Authority & Security Bonds:

A security bond is required for all apartments at check-in this can be in the form of a credit card pre-authorisation. The name on this credit card must match the photo ID as well as the name of the booking. The security bond is used to cover any incidental items not included in the apartment rate. These include but are not limited to telephone charges, internet access fees, in-house movie charges, any breakages or damage incurred during your stay, any excessive cleaning charges above the normal level of cleaning due to the apartment being left in an unacceptable state, etc. The amount authorised is between \$100 and \$300 depending on the type of apartment reserved. These funds will be returned to your credit card after your departure but in some cases may take 5-10 working days to become available based on which financial institution the credit card is with.

For cash paying guests a cash security bond must also be provided on arrival. The amount is between \$100 and \$200 depending on the type of apartment reserved. This will be returned upon departure provided all accommodation charges and incidentals are paid. Any outstanding amounts or damages incurred during the guests stay will be deducted from this bond.

Car Parking

Car parking is not able to be pre-booked or guaranteed and is subject to availability on a first come, first served basis. Nightly and/or minimum charge of up to \$10 per car applies as no casual parking is available. Clearance height is approximately 2-metres therefore we cannot accommodate coach, bus or special vehicles. Meriton Serviced Apartments takes no responsibility for parked cars or their contents.

Smoking Policy:

All Meriton Serviced Apartments are non smoking. There are designated smoking areas outside of the buildings.

No Party & Excessive Noise Policy:

Meriton Serviced Apartments actively enforce a No Party and Excessive Noise Policy. No parties of any kind are tolerated on these premises. Any person(s) found to be creating excessive noise, having a party in their apartment or exceeding the number of permitted guest's will be evicted without refund at the discretion of staff on duty. Any subsequent damage will be charged to the guest.

Meriton Serviced Apartments reserves the right to evict a guest and/or visitors. THERE WILL BE NO WARNING GIVEN.

The following is a list of examples (but not limited to) in which Meriton Serviced Apartments may evict a guest or visitor without warning should the conditions warrant:

- Intoxication and unsavoury behaviour.
- Overcrowding (when the number of persons in the apartment exceeds the sleeping capacity).
- Physical or verbal assault towards staff, residents or other guests.
- Wilful damage to Meriton Apartments property.
- Any incident for which the police need to be called on to 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 in areas that are designated as non-smoking.

Visitors

All visitors must leave by 11pm each night. Only the registered overnight guests (whose names have been provided to reception) are permitted to be in the apartments after this time. All visitors need to report to reception before entering any of the apartments. No casual parking for visitors is available.

Rubbish Removal & Cleaning:

A rubbish shoot is provided on each building floor 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. An additional surcharge applies if excess rubbish is left behind (starting from \$100.00).

If additional cleaning is required a \$100 fee will be applied. All kitchen items to be cleaned and dishwasher started prior to departure. A \$250 fee will also apply if extra cleaning is required due to smoking inside the apartment.

Replacement Room Cards:

Lost room swipe cards, car passes and remotes will each incur a \$20 fee.

Unaccompanied Minor:

A person who is travelling and staying without the accompaniment of an adult over the age of 18 years is considered an unaccompanied minor. Unaccompanied minor reservations are not accepted by Meriton Serviced Apartments.

Sofa Beds:

Apartments that have a foldout sofa bed within the lounge room area are available for use at some properties. Sofa beds are only suitable to sleep one child up to the age of 12-years. This use is charged at \$60 per night if the sofa bed is used.

The Sofa beds are not made up with linen unless requested and paid for. The sofa bed linen change cycle is as per the bedroom linen cycle, which is property specific. Sofa beds cannot be used free of charge. No advertised rates are ever published including this additional sofa bed charge. This charge is payable directly to reception upon arrival for all guests.

Baby Cots:

Cots are not available at our properties. We highly recommend "Hire For Baby" if you require a cot. Hire For Baby may be contacted on 1300 363 755 (NSW) or 1300 557 702 (QLD) or at info@hireforbaby.com.au. Alternatively, you may bring a portable version of your own.

Limit of Liability:

We do our best to ensure your booking arrangements are satisfactory, however Meriton Serviced 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.

Special Conditions:

In the event that Meriton Serviced Apartments cannot provide the apartment accommodation as agreed, we will find alternative accommodation in another apartment at the same property or another Meriton Serviced Apartments location.

In extreme cases we will relocate guests to a nearby hotel of similar or better standard or allow for a full refund. In the event that a guest fails to pay immediately upon demand, any amount owing to Meriton Serviced Apartments, pursuant to the booking and accommodation (including without limitation those incidentals such as telephone, cleaning, etc) Meriton Serviced Apartments reserves the right to deny access to the guest and ask that they vacate the premises.

All information in this agreement is correct at time of printing. Services and facilities are subject to change without notice. Meriton Serviced Apartments are owned and operated by Meriton Apartments PTY LTD 100% Australian owned.

Release of Liability

I agree to adhere to the Meriton Serviced Apartments restrictions on noise and parties and accept eviction as a result of any breach to the policy as outlined above.

I agree that Meriton Serviced Apartments accepts no responsibility and is not liable for any damage to the property and carpet in the apartments allocated to my group.

I hereby agree to pay for any damages and repair costs that may occur as a direct result of my stay at Meriton ServicedApartments.

Guest Name & Signature: