

## **Terms and Conditions**

1. Check in is available from 2.00 PM and must be arranged with a consultant to meet and greet at an agreed time, any early arrival requests are welcome but cannot be guaranteed.
2. At Check in you will be required to provide a \$150.00 security deposit for the duration of your stay. This must be provided via a pre-authorisation on a credit or debit card. You will also be required to provide a valid photo ID matching both the card being used and the booking name.
3. The number of guests in the apartment must not exceed the number of guests included in the tariff.
4. Lanbruk Apartment Hotels have a strict no party policy in all of our properties, failure to comply will result in immediate eviction without refund.
5. Your booking includes a basic exit clean. If you do not leave the apartment in neat and tidy order, and follow the instructions in the apartment manual, your credit card may be charged with an additional cleaning expense.
6. It is the guests responsibility to notify management of any breakages or damages which occur at the property. Money may be deducted from your credit card to cover replacement or repair.
7. All Corporate Keys properties are strictly non smoking. Smoking detected in apartments will incur a minimum charge of \$350 and may result in eviction without refund.
8. Guests must not allow the property to be used for any illegal purposes.
9. For all properties, the noise level must be inaudible from neighbouring properties between 10pm and 8am.
10. Lanbruk Apartment Hotels reserve the right to cancel the booking and provide the guest with a full refund if applicable within 24 hours of the booking being made, or if the apartment becomes uninhabitable and appropriate alternative accommodation is not available.
11. Non adherence to these terms and conditions will result in you being removed from the property without refund and may result in forfeit of your bond or if a credit card was supplied for security charges may apply.
12. Payment is required upfront - No cancellations or refunds allowed if made within 48 hrs of guaranteed check in time of 2 PM on arrival day.

## **Cancelation Policy**

Payment is required upfront - No cancellations or refunds allowed if made within 48 hrs of guaranteed check in time of 2 PM on arrival day.

If you have any further questions, please do not hesitate to contact us on 0392797250