

Lanbruk Apartment Hotel – Richmond Hill.

79 Bridge Road, Richmond, 3121

Terms and Conditions

1. Check in is available from 2.00 PM. Please note our property has limited Reception hours & is NOT 24 HOUR. Monday to Friday 8 am to 4pm. Saturday, Sunday & Public Holidays 10 am to 5 pm. If you are arriving outside these hours, please call the property directly so we can make alternative arrangements for your key collection.
2. At Check-in you will be required to provide a \$150 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. (Please note: The pre-authorisation can take up to 10 business days to be released)
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. Lanbruk Apartment Hotels 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 10 pm and 8 am.
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.

Cancellation Policy

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If you have any further questions, please do not hesitate to contact us on **03 9089 0900**