



the falls
mountain retreat

Guest Registration		
Guest Name		
Address		
Suburb	State	Postcode
Telephone	Email Address	
Make/Model of Car	Car Registration Number	
Please indicate how you originally came to find out about our property		

I wish to settle my account by:

CASH / EFTPOS VISA or MASTERCARD AMERICAN EXPRESS
a 1% Surcharge on Visa/Mastercard and 1.8% on American Express Cards applies

Terms and Conditions for Guest Registration:

1. You (our Guest) agree that you will pay us (the Operator) the accommodation rate for each day of your stay plus any additional charges incurred during your stay at our apartments.
2. You agree that any charge for services to you, not billed at the time of your departure, may be added to your account for settlement as arranged or may be charged to the same credit card used to pay the account at the time of departure or to the credit card used to guarantee payment of your account.
3. You agree that there is no refund available in the event that you have to leave our property earlier than the booked departure date.
4. You agree that checkout time is 11:00am on the date shown for your departure and departure after that time may incur additional accommodation charges.
5. You agree to advise us of any change in the number of persons using the apartment and pay additional charges for additional persons not included in the number stated at the time of registration.
6. You agree you are and remain personally liable to pay the total amount due on departure unless prior settlement arrangements have been accepted by us. If the settlement arrangements have not been met within 30 days of departure you agree to pay the total amount due on receipt of our invoice. Failure to pay this invoice will result in us taking debt recovery action, the cost of which you will be liable for.
7. You agree to pay us an amount up to \$250 to cover extraordinary cleaning costs if, in our opinion, you leave the apartment in an excessively dirty state on checkout. This includes, but is not limited to candle wax spills, carpet staining, or unwashed or dirty kitchenware.
8. All apartments are STRICTLY NON-SMOKING. You agree that if we detect the odour of smoke in the apartment following your departure additional charges will apply.
9. You agree to pay us for any loss or damage to the apartment, or equipment in the apartment during period of use.
10. You agree that we reserve the right to terminate your booking without refund if you make excessive noise, or in any way negatively impact on the enjoyment of other guests staying in our apartments.
11. You agree to return the key for the apartment at the time of your departure and agree to pay a charge for the replacement of keys you lose or fail to return.
12. You agree any monies or other valuables, goods or vehicles that belong to you, brought in or on to the apartments, grounds or carpark remain your responsibility and we are not responsible for their safekeeping.
13. You agree that you will not make any claim against us for any damage or loss to your goods or valuables, regardless of how or where the loss or damage occurred.
14. You agree that regardless of your length of stay there is no tenancy or other rights created under any Landlord or Tenant laws and there are no such laws that apply to your stay. We grant you a license to stay in our apartments and you agree that we may terminate the license at any time without giving you a reason.
15. You agree to receive commercial electronic messages from us in the future unless you advise us otherwise in writing.

We adhere to the National Privacy Principles relating to the collection of personal information. Information collected from you on this registration card is required either to meet the requirements of State legislation regarding the maintenance of a guest register, for fire safety reasons, for billing purposes and to market our services to you. If you do not provide us with this information, we may be unable to provide you with accommodation. We will make this information available to third parties who assist us provide services to you, where required by law or to enforce our collection of amounts owing by you. You must advise us if any details on this registration card are incorrect. Personal information collected during your stay will be retained for the length of time necessary to comply with taxation and accounting requirements (usually seven years). You may request access to personal information we hold about you. We may recover our costs of providing this access to you. A charge will be levied if a copy of this paper registration card is required after six months of your departure. Copies (other than electronic data) are generally not available after two years. We will not knowingly permit any misuse of this data. We will adhere to our Industry Association standards for use of any personal information.

I accept your offer of accommodation on the Terms and Conditions outlined above:

Signature:

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