



CANCELLATION POLICY

Cancellations made more than 28 days prior to arrival a refund will be given less an administration fee equivalent to 20% of a one night's stay of the applicable season. Cancellations made 14-27 days prior to arrival, NO refund of deposit applies unless the apartment can be relet for the same dates, less the administration fee. Cancellations made less than 14 days prior NO refund of deposit applies.

APPLICABLE TO ALL MONTPELLIER BOUTIQUE RESORT GUESTS & VISITORS OF GUESTS

CONDITIONS OF OCCUPANCY & BAILMENT

Please read these conditions carefully. Each person staying at Montpellier Boutique Resort ("the Guest") acknowledges and agrees that these conditions apply and extend to any person (also referred to as "Guest") occupying or visiting the apartment or complex and/or using the facilities in the complex at the invitation of or with the authority of the Guest. (Section 6 applies...Management approval required for additional guests).

1. Charges must be paid by cash, credit card or bank cheque before the occupancy commences unless special prior arrangements have been made.
2. Occupancy starts and finishes on the dates shown on the Guest Registration Form unless additional nights have been organised with Management prior to scheduled departure date.
3. The Guest will be liable for payment of any charges incurred by any Guest together with all replacements and necessary costs for any damage or loss to the apartment and its contents or the Body Corporate property caused by any Guest. This includes replacement of lost keys plus the total cost of replacing security locks as required - currently \$275 (inc. GST).
4. The apartment must not be used for any unlawful purpose.
5. Guest's vehicle must only be parked in the designated area for their apartment.
6. Only the number of people indicated on the Guest Registration Form may be present in the apartment, or on the property without management agreement. *The facilities of the resort are for the use of resident guests only.*
7. No animals or pets are to be brought onto the complex.
8. Neither the Body Corporate, the Manager, nor the apartment owner is liable for any damage, injury or loss of property which a Guest may sustain while on the complex.
9. This establishment shall not be liable to any guest or invitee of a guest for any loss, damage or destruction to any personal property brought upon these premises by the said guest or invitee.
10. Without limiting the foregoing, personal property shall include money, jewellery and other personal effects and motor vehicles parked on the

premises.

11. When a guest registers at Reception or an invitee of a guest proceeds beyond that point, they shall be deemed to have agreed to be bound by these conditions.
12. The by-laws, rules and regulations of the complex and any reasonable direction of the Manager must be complied with. The apartment must be vacated if after receiving a warning, any Guest fails to comply.
13. There is no refund for an early departure.
14. The Manager may inspect the apartment at any time with reasonable notice, and at any time without notice, if the Manager is of the opinion that there has been a breach of these conditions.
15. The Manager and the apartment owner are not responsible for any misdescription of the apartment, or complex in general.
16. The Guest authorises the Manager to charge any credit card for any loss, damage or monetary contribution for which the Guest is liable under this document or otherwise.
17. If the occupancy ends or is terminated, the Guest must immediately vacate the apartment. The Manager is authorised to do whatever is required to enforce the eviction of any Guest and removal of Guests' property.

RULES OF THE HOUSE & STATUTORY BY-LAWS

1. Guests and invitees of guests are expected to behave in a manner that is conducive to the safety, comfort and wellbeing of other guests within the property.
 2. A breach of any House Rule may result in the summary eviction of the offender at the discretion of the Manager.
 3. A breach of House Rules includes:-
 - I. noisy, offensive and/or unruly behaviour
 - II. improper or unseemly conduct
 - III. any act or omission which, in the opinion of the Manager, adversely affects or brings discredit upon the Manager, owner or other guests.
 4. Apartments are to be kept tidy and free of food refuse. Upon departure all refuse and rubbish is to be deposited in bins located in or at the rear of the car parking area. Failure to do so may incur an extra rubbish removal and cleaning charge of upto \$150.
 - I. No substance whatsoever is to be thrown from windows or balconies.
 - II. No clothing, bedding, towels or other articles to be hung from windows or balconies.
 - III. No glassware or bottles are permitted around the pool area.
 - IV. Please make sure feet are dry before leaving pool areas and entering stairwells and apartments.
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1. Guests leaving after 11:00pm or in the early hours are requested by their hosts to leave quietly.
 2. Quietness also to be observed when occupants return to the building late at night or in the early hours in consideration of the other guests.
 3. Excess noise and drunkenness will not be tolerated.
 4. No child or guest shall be permitted to cause annoyance to any other resident.

**PLEASE ABIDE BY THE BY-LAWS FOR THE SAFETY AND COMFORT OF ALL
OUR GUESTS.**

Montpellier Boutique Resort

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