



## Terms and Conditions

Please read these Term & Conditions carefully as they incorporate the basis upon which The Crest Apartments accept bookings. Making a booking automatically accepts all the Terms & Conditions outlined hereunder. The Crest Apartments reserves the right to change and/or modify any of these Terms & Conditions at any time without notice, and such changes will become effective immediately. Please check these Terms & Conditions periodically for changes. The effective date of these Terms & Conditions is 24 June 2025.

### Payment:

A deposit of 1<sup>st</sup> nights' accommodation is required at time of booking. Balance of entire stay plus any incidentals is required 14 days prior to arrival. Different payment policies that require pre-payment apply for mid and high season periods, special events, and group bookings. The payment policy will be confirmed at the time of booking. If the payment policy has not been adhered to, the booking may be cancelled.

We accept:

- Direct transfer to The Crest Apartments Trust account (proof of payment to be forwarded prior to arrival)
- Electronic funds transfer at point of sale (EFTPOS)
- Visa
- MasterCard

Any credit cards being used for payment (including incidentals) must be present at check-in/arrival, including matching Photo ID, by the cardholder. We do not accept cash or American Express Cards. All transactions are processed in AUD (Australian Dollars). The Crest Apartments does not consider differences due to currency exchange rates or fees imposed by your bank to accept AUD. Refunds are issued based on the payment method at the time of purchase less an administration fee. Cardholder detail and proof of purchase may be requested to process refunds. Generally, the processing time for most refunds is 3 to 7 business days.

### Seasons:

- High Season - Dec 19 - Jan 19 Inclusive, GC500 (we are classified as "on track"), GC Marathon
- Low Season - All other dates

### Balance of Payment:

- Low season - payable 14 days prior to arrival.
- High season - payable 30 days prior to arrival.

### Cancellation:

- If cancelled outside of due date for final payment, a full refund of any monies pre-paid will be issued, less an administration fee.
- If cancelled on/inside due date for final payment, any monies pre-paid will be forfeited and no refund given.
- If the booking is cancelled on the day of arrival or in the case of a "No Show" the full accommodation charge applies. Any monies pre-paid will be forfeited and no refund given.
- If the guest does not arrive on the arrival date, there will be no refund of any pre-paid accommodation charge.
- If the guest departs earlier than the departure date, there will be no refund of pre-paid accommodation.

An administration fee of \$55 of the deposit applies to any booking refund issued or any booking modifications.

Guests who have booked through a travel agency or third-party website must contact these companies directly to make any cancellation or changes to their reservation.



**Group Bookings:**

A minimum of 5 apartments reserved on one night is considered a group booking. Any group bookings made via any form of online distribution (such as our website or a third-party website) may be cancelled and a group proposal will be supplied. Different terms and conditions will apply for group bookings. These will be communicated in the group accommodation proposal and/or agreement (if applicable). This policy also applies to travel agents via their system.

**Limit of Liability:**

We do our best to ensure your booking arrangements are satisfactory, however, The Crest 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 our control, including, but not limited to, war, civil disturbance, terrorism, fire, floods, acts of God, acts of Government or any other authorities, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

**Bonds/Security Deposit:**

For all bookings, a refundable credit card pre-authorisation of \$200.00 is required upon arrival. This covers any key loss and/or damage to apartment or resort property that may occur during the occupied dates.

A complete inspection of all apartments will be conducted by resort management after each guest departs to determine if there is any damage or theft. Resort management may also take excessive cleaning charges out of the pre authorization if deemed necessary.

The Crest Apartments will refund the bond within 24-hours after the final guest departs, provided that any outstanding amounts owing are paid in full. Once the refund is actioned, it's up to your card provider to post the credit to your account. This process typically takes 3 to 7 business days.

**Credit/Debit Card Pre-Authorisations:**

The Crest Apartments reserves the right when necessary to pre-authorise a credit/debit card upon arrival. This process validates the presented card and protects both the cardholder and merchant from fraud.

We may pre-authorise a credit card for any charges we determine that you may be likely to incur during your stay. This pre-authorisation may also include an amount to cover a security bond/deposit for damages. This pre-authorised amount is set aside by the card provider for up to 7 business days. The pre-authorisation will affect your available funds balance and spending limit. We recommend you contact your financial institution or card provider for more information on this process.

**Damage/Theft:**

The guest who registers at check-in/arrival will be held accountable for any damages to the apartment and its contents during the stay dates. The registered guest will also be liable for any damages caused within the resort common areas and any damage or theft to items belonging to the resort (including damages or theft caused by those who are visiting a guest in the resort). Any damage or theft caused by the guest (and their visitors) will result in forfeiting any deposits and/or pre-payment. Depending on the damage or theft involved, it may be subject to additional charges. We reserve the right to process any payments in addition to accommodation to the presented credit card supplied at check-in/arrival.

**Eviction of a Guest:**

The Crest Apartments has a strict no party policy and may evict a guest or visitors without warning. Guests who are evicted from the resort will be blacklisted from the resort and we may choose to notify the police. A guest is subject to such eviction should the following (but not limited to) occur;

- Intoxication and unsavoury behaviour
- Overcrowding, or when the number of persons in the apartment exceeds the capacity – 3 persons in a 1 bedroom apartment, 5 persons in a two bedroom apartment and 7 persons in three bedroom apartment.
- Physical or verbal assault towards resort representatives, residents or other guests
- Willful damage to The Crest Apartments property
- Any incident for which the police need to be called onto the premises



**Eviction of a Guest (Cont'd/...)**

- Any behaviour that poses a safety threat to others
- Ignoring advice to reduce excessive noise (music or other noise)
- Throwing of objects over the suite balconies or from windows
- Smoking within the suite (a cleaning and deodorising fee will also apply)

**Failure to pay:**

If a guest fails to pay immediately upon demand any amount owing to The Crest Apartments pursuant to the booking and accommodation charges (including but not limited to hire charges, apartment damage and cleaning fees). In that case, The Crest Apartments reserves the right to deny access to the guest and ask that they vacate the premises.

**No Party Policy**

The Crest Apartments has a strict no party policy. (*refer eviction of a guest*)

**Pet Policy**

The Crest Apartments does not permit pets for holiday guests. An animal is considered a breach of Terms and Conditions, and you will be asked to leave or remove the animal. *Service Dogs are exempt from the pet policy.*

**Photographs and Descriptions:**

Whilst care is taken to ensure that the photos and descriptions of our facilities and services are accurate, these are continually being changed, upgraded, and removed from service. If any feature or facility is essential to you in choosing a particular property, we highly recommend speaking to our Reservations Team who will assist your decision-making process and advise you if that feature or facility will be available during your stay. Descriptions are based on information available at the time of publishing and may vary or change at any time. Maps and location photographs are shown for general information only and highlight places in surrounding areas. All apartments are individually owned and furnished to the owner's personal taste and as such actual apartments occupied may vary in decor and inclusions from those shown in the pictures.

**Photo Identification:**

Upon arrival at The Crest Apartments, valid Federal or State Government-issued photo identification (ID) matching the name of the primary guest registered on the booking must be presented at the time of check-in/arrival. This is a prerequisite to verifying your identity for hotel security purposes.

**Right to Refuse Entry:**

The Crest Apartments reserves the right to refuse a guest entry to the resort for any reason whatsoever, including where the guest has engaged in conduct on a previous occasion adverse to the resort.

**Security and Loss Prevention:**

The Crest Apartments is a secure environment. We do everything possible to ensure security levels are maintained, and we ask that our guests do the same. The Crest Apartments takes no responsibility for any personal possessions lost, stolen or misplaced whilst on the premises.

**Service Dogs:**

Service Dogs (Guide, Assistance or Hearing Dogs) are permitted and must have a medallion on their collar with the registration number. The owner must also carry a laminated pass (with the owner and dog's name). Service Dogs are required to be harnessed in public areas. Please advise ahead of time if you will be travelling with a Service Dog.



**Schoolies Bookings – NOT ACCEPTED**

The annual School Leavers (Schoolies) Festival occurs from mid-November until mid-December each year. The Crest Apartments is not an affiliated Schoolies Resort and should not be affected during this time as we do not accept any reservations from any guests under 21 years of age during this time. The Crest Apartments reserve the right to refuse any booking or evict any persons between the Schoolies age range of 16 to 21 years who are not accompanied by a resort registered adult over the age of 21. The Crest Apartments also has the right to refuse entry to anyone deemed to be within the resort partaking in the Schoolies festival or not abiding by our T&Cs. Our resort does not have any policies, procedures, or resources to accommodate the unique needs of school graduates during the annual "Schoolies Weeks". It also does not have adequate resources to engage qualified security personnel to guarantee the safety, comfort and convenience of school graduate guests throughout this period.

**Special Requests:**

Whilst we aim to meet all special requests, these cannot be guaranteed. Please ensure you advise our reservations team before check-in/arrival if you wish to make any special requests for your stay. Specific views, suite numbers or floor allocations are subject to availability and cannot be guaranteed.

**Travel Insurance:**

We highly recommend that all our guests have an appropriate level of travel insurance. Many travel agents or insurance providers can arrange travel insurance.

**Unaccompanied Minors & Mandatory Age Requirements:**

You must be 18 years of age or over to book accommodation and register as the primary guest to stay at The Crest Apartments. Any guests under the age of 18 are considered a minor and must be accompanied by a responsible adult and act as the parent or legal guardian who has parental rights and responsibilities for any guests under the age of 18 at all times throughout the booking duration.

If a person under the age of 18 years is located in an apartment and is not accompanied by a hotel registered adult over the age of 18, The Crest Apartments will contact the primary registered guest to determine why the unaccompanied minor has been left unsupervised within the resort. If a legitimate response is not established, The Crest Apartments reserves the right to evict all directed guests immediately, with the total booking amount being forfeited.

The Crest Apartments will not accept any responsibility for any injury caused to an unsupervised minor staying within our resort, nor can we provide the service of supervising and caring for a minor during their stay.

