

Terms and Conditions

Office Hours

8am – 6pm Monday – Saturday, Sunday & Public Holidays 8am -5pm

If you are arriving after 6:00pm Monday-Friday or arriving on a weekend, please call reception to arrange alternative check-in procedure and full payment of your account

- 1/3 deposit required at time of booking, (with the exception of bookings made on the day of arrival, which will be charged the full booking amount at time of booking). Balance on arrival.
- We accept Visa, MasterCard, and American Express (3.5% surcharge applies to American Express payments)
- Current, valid credit card will be required at check in.

Guests without a credit card will be required to pay a \$500 cash bond.
No refund for early checkout.

Our cancellation policy

Cancellations made outside 21 days incur a \$50 admin fee.

Cancellations made within 7 to 21 days, deposit is retained.

Cancellations made with only 7 days' notice or less or a no show, full accommodation cost charged.

If you cancel your booking within 30 days of your stay during peak periods - Christmas/School Holidays & Easter/School Holidays full payment will be forfeited unless the apartment can be rebooked less a \$50.00 administration fee.