

# **Andre's Mews**

## **Guest Terms and Conditions of Trade - 2009**

### **Payment and cancellation policy**

- 1) Payment of deposit or total fee for a booking indicates acceptance of these terms and conditions.**
- 2) Payment is to be made by credit card unless otherwise agreed by Andre's Mews.**
- 3) 50% of the total tariff is required to confirm the booking, the balance of the tariff is to be paid at least two weeks prior to arrival.**
- 4) The balance of the total tariff will be charged to the same credit card unless otherwise arranged.**
- 5) A guest may only provide credit card details for which they are authorised to use.**
- 6) American Express cards incur a surcharge of 3%.**
- 7) Andre's Mews has a no cancellation policy and therefore no refunds will be given.**
- 8) Payment of the total fee gives an exclusive licence to occupy the property for the time specified when booking ( but not possession ).**

### **House Rules**

- 9) The number of guests staying at the property must not exceed the number agreed to in the booking details. In the event that any additional persons stay at the property, an additional fee may be charged according to our usual rates and/or we reserve the right to terminate the booking without refund.**
- 10) This property does not allow pets. If any guest brings an animal onto the property we reserve the right to terminate the booking without refund and the guest will be liable for any damage, cleaning or replacement of furniture or items.**
- 11) This is a 'no - smoking indoors' property. We reserve the right to terminate a person/s occupation (without refund) if we become aware that a guest, or a friend of a guest, has been smoking in the premises. There may also be additional cleaning fees to remove any smoke fumes from the property.**
- 12) As part of a residential apartment complex, guests are required to enter and exit the property quietly. The noise level must be inaudible from neighbouring properties between 10pm and 8am Sunday - Thursday and between 11pm and 9am Friday and Saturday.**
- 13) Guests are expected to behave in a manner which does not interfere - in any way - with neighbours rights to peaceful enjoyment of their properties.  
We reserve the right to remove guests who do not adhere to this code of conduct - In such cases no refund will be given and Andre's Mews will not be liable for finding or funding alternate accommodation - nor will we be responsible for any other associated costs.**

**14) Guests may not engage in any illegal activity at the property.**

**Check in and check out Procedures**

**15) Check in is 2pm.**

**Check out is 10am.**

**These procedures may be varied at the time.**

**Breakages, losses, and Guest charges.**

**16) Guests are responsible for leaving the property in the excellent condition in which It was found. All breakages or losses must be reported immediately to Andre's Mews. Reimbursement for minor accidental damage or normal wear and tear may not be charged. The total cost for making good any other damage or loss to the property, contents or garden, will be charged for using the credit card provided for payment (or left for security) . Consumables provided for guests use whilst in-house must not be removed lest they will be charged for.**

**17) It is the policy of Andre's Mews to have all locks changed if keys are lost or not returned. All associated costs will be charged to the credit card provided for payments if this occurs. Similarly any remote controls will be replaced at guests costs if lost or not returned.**

**18) Guests are expected to leave the property in a neat and tidy condition . Guests are responsible for all cleaning charges in the event that the property is left in a condition that requires more than standard cleaning - this will charged for by using the credit card provided for payment (or left for security)**

**18) Andre's Mews is not liable for loss of any personal belongings of a guest whilst they are in occupation of our property. Any items found will be held for 6 weeks. A guest should follow up any item/s that may have been left behind - in which case they should send a reply paid envelope to Andre's Mews so that the item may be sent to them.**

**Complaints**

**19) Any concerns or complaints should be reported to the Proprietor or on-site Manager during occupation at Andre's Mews.**

**20) The place of law is Victoria and the courts of Victoria have exclusive jurisdiction.**

**Termination**

**21) A guest's occupation of an Andre's Mews apartment may be terminated without notice in the event that there is a breach of any material term or condition or if any amounts due are not paid.**