

PACIFIC VIEW RESORT

Booking Terms and Conditions

**** Please read these terms carefully as these conditions incorporate the basis on which bookings for the Pacific View resort are accepted****

How to Book / Quotes and Reservations

- Bookings can be made over the internet at www.pacificview.com.au or by calling Reservations on 07 5491 1200 within Australia or + 61 7 5491 1200 if calling from overseas.
- Reservations are subject to availability and actual pricing at the time of the booking.
- Verbal quotes are valid for 24 hours only. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.

Deposit

A non-refundable deposit of \$200.00 per room or the total booking value (whichever is the lower) must be received immediately by credit card to confirm the booking. Payment of this deposit will indicate acceptance of these booking conditions.

Final Payment

- Full payment must be received at the time of check-in at the resort.
- If deposit or final payment is not received by the due date, Pacific View resort reserves the right to cancel the booking.

Payment Options

Standard Payments accepted include credit cards (Visa / Mastercard), cash, bank cheques and telegraphic transfer (allow 7 days transaction time).

Cancellation Terms and Charges

- Up to 28 days prior to arrival, loss of \$200.00 deposit paid per room
- Between 14 days and 48 hours prior to day of arrival check-in time, 50% of total booking value.

- Within 48 hours of standard check –in time, cancellations are subject to a 100% cancellation fee.
- No shows and cancellations after check-in will be subject to a 100% cancellation fee, however if after arrival clients are dissatisfied with any aspect of their accommodation and decide to terminate their stay, the amount to be refunded, if any is at the discretion of the property management.
- Refunds can only be processed back to the credit card that was used to pay for the booking. All other refunds will be paid via cheque or direct deposit only.
- Refund processing may take up to ten (10) business days.

Rates and Changes

- Rates quoted on this website are in Australian Dollar currency and are subject to change at any time. Rates are inclusive of GST where applicable.
- Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.
- Minimum length of stay restrictions may apply to certain rates during special event periods
- The price of you holiday cannot be guaranteed until full payment is received.
- All prices and other payments and conditions should be confirmed at the time of booking.

Apartment Servicing

- All bookings for more than 13 nights have their units serviced on the 6th day of their stay.
- No daily service is available.

Check-in and Check-out

- Standard check-in is 2pm and check-out is 10am.
- For guaranteed arrival prior to 2pm, a room must be reserved from the previous night and therefore includes an additional nightly charge.
- Late check-out is not available.

Security Deposits and Photo I.D. Required on Check-in

- An acceptable form of photographic identification will need to be produced at the resort prior to check-in.
- A credit card authorisation (pre-auth) or imprint will be required for at time of check-in and may be used to cover incidental items such as (but not limited to): Telephone charges, any breakages or damage incurred during your stay. Cleaning charges in excess of the normal level of cleaning.

We pre-authorise all credit cards upon arrival. Please note this process validates the presented credit card, and protects both the cardholder and merchant from increasing fraud incidents. We may pre-authorise a credit card for any charges we determine that the guest may be likely to consume during their stay. This may also include an amount to cover a security bond / deposit for damages. The pre-authorized amount is set aside by the credit card company for a period of up to 14 days. The pre-authorization will affect your available funds balance or spending limit. For more information on this practice we suggest the cardholder contact their card issuer. Once a pre-authorization has been made, we cannot release, remove or lower the authorized amount, until we process the final account on departure. This is a restriction placed on us by the bank, and cannot be negotiated.

- Where a credit card is not available a minimum \$200.00 cash deposit will be required.

Accommodation

- Whilst care is taken to ensure description of facilities and services of Pacific View Resort is accurate, these are continually being upgraded, and on occasion taken out of service. If any feature/facility is essential for the guest in choosing a particular property, it is advisable that the guest checks this with the resort at the time of booking. Pacific View resort cannot be held liable for omissions or errors, whether temporary or permanent of the resort's facilities and services.
- Property room photos may not be specific to actual room allocated. Photos are indicative only. Accommodation facilities listed may not apply to room types.

Special Requests

Whilst we attempt to satisfy all special requests, we are unable to provide a guarantee.

Travel Insurance

We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the following cover: Loss of deposit through cancellation; loss or damage to personal baggage and loss of money and medical expenses.

Booking Arrangements

The person effecting the booking shall be deemed to have accepted the booking conditions of behalf of all persons named in the booking.

Unaccompanied Minors

All clients under the age of 18 must be accompanied by a parent/guardian or an individual over the age of 18, the property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID if requested on check-in.