

MONTGOMERY ■ APARTMENTS

GENERAL TERMS & CONDITIONS

Please read these Terms & Conditions carefully as these conditions incorporate the basis on which bookings for Montgomery Apartments are accepted.

The Terms & Conditions below are for bookings made directly via our website. For bookings made via alternative sources please read their Terms & Conditions carefully.

By using this Site you agree to be bound by these terms and conditions. We may revise these terms and conditions from time to time by updating this posting. Revised terms will take effect when they are posted. Our privacy statement is 21 below.

1. The prices are shown are per room per night for the numbers of persons and dates selected.
2. Children 0 -12 years occupying the same room/unit with at least one adult and using existing bedding are Free of Charge. Additional charges will apply if extra beds or linen (including roll-a-ways or cots) are required.
All guests under the age of 18 must be accompanied by a parent/guardian or an individual over 18. The property has the right to refuse a booking when the parent/guardian over 18 cannot produce photo ID.
3. Quotes and reservations are subject to availability and actual pricing at the time of booking. Any verbal quote given is an estimate only of the price, which will be subject to written advice on confirmation of the reservation.
4. Internet bookings can be made at www.forsterholidayaccommodation.net.au www.forsterholidayaccommodation.com.au, www.forsterholidayaccommodation.com
5. Payment for website bookings (both Standard and Special Deals) is required in full at the time of making the reservation.
6. A confirmation email will be forwarded to your nominated email once the booking process is complete.
7. The person affecting a booking shall be deemed to have accepted the booking conditions on behalf of all persons named in that booking.
8. Upon arrival at your selected property Guests must provide valid government issued photographic identification for security purposes. A Credit Card pre-authorisation of \$150 (minimum) is required to cover incidental items including (but not limited to), breakages/damages, excessive cleaning charges above the normal level of cleaning due to the apartment being left in an unacceptable state. Once a pre-authorisation has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. This is a restriction placed on us by the bank.
9. We reserve the right to charge a card service fee on all credit card payments made to Montgomery Apartments. If levied this fee will be 1.5 per cent.
10. For rates allowing it, you may cancel your reservation according to the conditions for that rate. Please see at the end of this document the relevant cancellation and amendment conditions. To cancel a reservation, please contact the manager at the number of the website.
11. All rates are subject to change without notice. All prices listed are in Australian Dollars.
12. In the event of a situation where we are unable to provide accommodation as previously confirmed, for whatever reason, we will undertake to relocate guests into an alternative apartment of equal or better grading at no additional expense to the guest. Should there not be a property of equal or better grading available, then a property of a lesser grading will be offered and any reduction in costs will be refunded to the guest. If an alternative property is not available within the vicinity then a full refund of any payments will be made. This refund will be the full extent of Montgomery Apartments Liability. Alternatives or refunds offered are at our discretion. Should the guest wish to choose a property other than offered under this condition, then the guest will be required to pay any difference.
13. Whilst the utmost care is taken to ensure that the description of facilities and services of the Montgomery Apartments is accurate, they are continually changed and upgraded. If any feature/facility is essential for the guest in choosing a particular property, it is advisable that the guest confirms this feature at the time of booking.
Montgomery Apartments cannot be held liable for omissions or errors whether temporary or permanent of a property's facilities and services.
Property room photos may not be specific to actual room allocated. Photos are indicative only. Destination images on the website may not represent the views offered from the actual apartment Accommodation facilities listed and may not apply to all room types.
14. Check in and check out times can change. Please check these times prior to making your reservation or prior to your arrival. There will be no refund for early check out. A late checkout fee may apply if the property is not vacated prior to this time.
15. Some services provided in the apartments can include third party services. Montgomery Apartments is not liable under any circumstances for any failure by those service providers.
16. Montgomery Apartments both for itself and on the behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused. Montgomery Apartments will not be liable for any occurrence directly or indirectly beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.
Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.
17. Cancellation and Amendment Conditions for Montgomery Apartments website bookings
 - Bookings can be cancelled or amended up until 7 days prior to arrival.
 - If cancelled within 7 days of arrival the full amount will be forfeited.
 - No changes or cancellations are permitted on non-refundable special offers.
18. If you stay longer than 5 days you will receive a full complimentary full cleaning service on every 5th day.
19. If you require more regular cleaning and linen change this can be arranged at the time of check-in with the manager for the prevailing fee. The fee is currently \$65.00.
20. Amenities include a tea/coffee starter pack and kitchen consumables including products such as dishwashing liquid. Amenities not included are hand towels, face washers, shampoo/conditioner, body lotion, laundry powder, and tissues.
21. Data Privacy Statement. Our website collects personal information when arranging the booking or payment of holiday apartment accommodation. Montgomery Apartments complies with the Information Privacy Act 2009 when dealing with all personal information provided. By completing a booking request, making payment, customer survey or signing up to a newsletter or special offers notification you agree to your personal information being transferred to a secure server. Any personal information you supply will only be accessed and used solely for the purposes for which it has been provided. Your information will not be given to any other person or agency unless you have given us permission or we are required to do so by law