

Lodging Terms & Conditions

School Trips | Group Bookings | Meeting Rooms

November 2024 - V2

Introduction

It is very important that you read and understand all the information contained in this Lodging Terms & Conditions document when checking in at Beatty Lodge. When you complete your check in, you:

- Acknowledge that you have received and read the Lodging Terms & Conditions;
- Acknowledge that you accept the Lodging Terms & Conditions

These terms have been created in accordance with the Lodging Housing Guide provided by the City of Vincent, which you can read more about [here](#).

1. Check-In

Groups can check-in with the reception team between 2:00 PM and 6:00 PM on the date indicated in their booking.

If you have notified Beatty Lodge via email that the group will be arriving outside of these hours and have completed all necessary steps, prior arrangements were organised and communicated to the main group contact, please follow those instructions to complete your check in.

2. Payment

The following are accepted methods of payments:

- Cash (Australian Dollars Only)
- Credit Cards (VISA, MasterCard, and AMEX will incur an additional surcharge of the amount equal to that charged by provider)
- Australian Bank Card (EFTPOS)
- Direct Bank Transfer / Electronic Funds Transfer (EFT)

3. Shortening of Stay

Should a group, for any reason, wish to shorten their stay, the following applies for all stays:

- 100% refund of the bond paid if communicated least 28 days before new intended check-out date
- 50% refund of the bond paid if communicated least 21 days before new intended check-out date
- 25% refund of the bond paid if communicated least 14 days before new intended check-out date
- No refund of bond payment if communicated less than 14 days before new intended check-out date

Communication must be done in writing to info@beattylodge.com.au. Your reservation dates are effective and binding and can only be rescinded under exceptional circumstances with the manager's approval. Further details about the bond refund process under Section 7.

4. Extension of Stay

Extending a reservation is subject to terms and conditions within our agreement. Only reservation dates on the agreement are guaranteed and groups should email info@beattylodge.com.au to discuss whether an extension is possible. Any extension is conditional on availability and the group completing the necessary payments. Extensions are granted at the sole discretion of Beatty Lodge and are not guaranteed. Extension may not always be possible, resulting in the group to check out.

Any amendments to booking dates are subject to changes in

rates as applicable.

5. Group Member's Information

It is the responsibility of the chaperone to inform Beatty Lodge of any changes to any personal information, such as phone number, email, and status (i.e. change in visa, change of institution, etc) for any member of the group.

6. Room Changes

Our aim in arranging rooms is to ensure that groups are kept together. Taking into consideration all group needs as well as the needs of our existing student residents, groups may occasionally be requested by Beatty Lodge to relocate rooms/beds, a process which will be communicated with as much notice as possible.

Group members who would like to move rooms/beds due to, but not limited to preferences, will be required to pay a fee of \$100.00 AUD and cover for the difference in rate when applicable. Room change requests are considered at the sole discretion of Beatty Lodge and are not guaranteed.

7. Bond Refund

This bond amount is separate from room payments. The bond is held until check-out to cover any potential damages or losses and will be returned within 14 days of receiving the completed "Bond Refund Request Form". Bond refunds are not guaranteed until an inspection of the room has been completed after check-out, all items have been returned to Beatty Lodge, and your account has been reviewed. In the event that any part of the bond is retained, we will promptly inform those responsible of the details in writing via email. Extenuating circumstances must be emailed to info@beattylodge.com.au for consideration.

8. Lost or Stolen Property

Beatty Lodge shall not be liable for lost, stolen or damaged items of personal property, no matter how caused, wherever this may occur, including items left in common or private areas. If desired, groups can report the incident to Western Australia Police Force.

9. Property Damage

Damage to the property of Beatty Lodge, which causes material harm will be investigated and those responsible will be held accountable to pay for the repairs in full. Furthermore, this agreement may be, at the manager's discretion, terminated resulting in eviction with no refund of monies paid in the case of intentional wrongful damage.

10. Check Out

All groups are required to check out by 10am on the date indicated in their booking. If a late check out is required, prior arrangements must be made. Please email info@beattylodge.com.au at least 7 days prior to check out to receive appropriate instructions. Late check outs are not guaranteed and extra charges may apply.

All keys must be returned to reception or must be dropped off at the key return box. The linen set must be completely removed from the bed and placed on top of the bed. The group kitchen space, if used, must be cleaned and all kitchen utensils and equipment must be put away in their original place. We recommend that all

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group members thoroughly check their bedroom and communal areas before checking out. Any items left behind after check out may result in cleaning charges being applied. These charges, incurred for the removal and disposal of abandoned items, will be deducted from the bond. Groups are encouraged to ensure they have all their belongings and leave their living spaces in the condition specified in the Beatty Lodge Community Guidelines.

All items that belong to Beatty Lodge are expected to be returned upon check out.

All groups who fail to vacate their rooms and complete check out instructions by 10:00 AM will be charged an additional night's accommodation.

11. Lost, Damages or Unreturned Items

Any lost, damaged or unreturned keys set will incur a charge of \$350.00AUD per set of keys.

Any lost, damaged or unreturned contact card will incur a charge of \$30.00AUD

Any lost, damaged or unreturned fridge basket will incur a charge of \$10.00AUD.

Any lost, damaged or unreturned linen set will incur a charge of \$100.00AUD

Any lost, damaged or unreturned mattress protector will incur a charge of \$50.00AUD

Other charges might be applicable according to lost, damaged or unreturned items.

12. Privacy Statement

At Beatty Lodge, we are committed to protecting the privacy and security of your personal information. Our Privacy Statement outlines how we collect, use, disclose, and store your information in accordance with Australian privacy laws, particularly the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By agreeing to our Terms and Conditions, you acknowledge that you have read and understood our Privacy Statement and consent to the collection, use, and disclosure of your personal information as outlined. For our complete privacy statement, please go to our website.

13. Governing Law

These Terms and Conditions shall be governed by the laws of the State of Western Australia and the parties hereby submit to the exclusive jurisdiction of the courts of the State.

14. Separability

Each term in this document is a separate and distinct term and independent of the others, so that if any provision hereof shall be held to be invalid for any reason, such invalidity or unenforceability shall not affect the validity or enforceability of the other terms hereof.