

Beachside Mackay

Short-Term Rental Payment Terms and Conditions

Introduction

Welcome to our Beachside Mackay property. We are delighted to have you as our guest. To ensure a pleasant stay, please review the following payment terms and conditions. By booking our property, **you agree** to these terms and conditions.

Booking and Payment Terms

- A booking is confirmed upon receipt of the full payment or a deposit as specified at the time of booking.
- Payment can be made via credit card, bank transfer, or other accepted methods.
- The remaining balance, if any, is due before check-in as per the booking agreement.

Security Deposit

- A security deposit may be required to cover any post departure damages or additional cleaning fees.

Post-Departure Damage Charges

- Charge the payment method on file for any damages, excessive cleaning, or missing items discovered after check-out. The guest will be notified of any such charges along with a report and supporting evidence (e.g., photos, invoices). Charges may include, but are not limited to:
 - Repair or replacement of damaged or missing property
 - Excessive cleaning fees beyond normal wear and tear
 - Costs associated with unauthorised late check-outs or overstays
- The guest agrees that these charges may be processed without further consent, provided they are communicated in writing within 14 days of check-out.

Cancellation and Refund Policy

- Cancellations made more than 30 days before check-in will receive a full refund.

- Cancellations made within 14 days of check-in will forfeit the deposit or a percentage of the total payment.
- No refunds will be issued for early departures.

Check-In and Check-Out

- Check-in time is from 2 PM and check-out time is before 10 AM.
- Early check-in or late check-out may be available upon request and subject to availability.

Guest Responsibilities

- Guests are expected to treat the property with respect and follow all house rules (refer house rules document).
- Guests must report any damages or issues immediately to the property owner or manager.

Property Rules

- No smoking is allowed at the property.
- Pets are not allowed unless explicitly stated in the booking agreement.
- Noise levels should be kept to a minimum to avoid disturbing neighbours.

Damages and Liabilities

- Guests are responsible for any damages caused during their stay.
- The property owner is not liable for any accidents, injuries, or illnesses that occur on the premises.

Legal Compliance

- Guests must comply with all local laws and regulations during their stay.
- Any illegal activities will result in immediate termination of the rental agreement without refund.
- No commercial activities are allowed at the property and if performed will result in immediate termination of the rental agreement without refund.

Contact Information

For any questions or concerns, please contact us at:

Email: bookings@beachsidemackay.com.au

Web: www.beachsidemackay.com.au

Phone: +61 419 542 050 (Laura)

Beachside Mackay @ Lamberts Beach

Enjoy your stay