

Cumberland Lorne Resort Management Pty Ltd

Terms and Conditions

1. For each reservation, at least one guest must be over the age of 18. That guest will be legally responsible for all costs associated with the booking and must be staying at the property for the duration of the booking.
 2. A valid credit card must be supplied with each reservation. The guest providing this credit card must be the legal holder of the credit card and in a position to sign off any expenses that are charged to the credit card. This guest must be included in the relevant booking at the hotel for the duration of the booking in question.
 3. Guests must not hold private functions on the premises or in apartment where the number of people exceeds the maximum number of persons permitted.
 4. Guests paying direct at the hotel reception will incur a 1.5% surcharge on all card transactions, these costs are imposed by our financial institution and beyond our control.
 5. If guests do not meet the above criteria when checking in to the hotel (eg: no valid credit card or the guests are not valid holders of the credit card offered) management reserves the right to cancel the booking and a 100% cancellation fee will apply. Any exception to this policy will be at the discretion of management. In this instance, management will not be liable for arranging or payment of alternative accommodation.
 6. Guests and invitees of guests are expected to behave in a manner which is conducive to the safety, comfort and convenience of other guests. Management will consider the following to be a breach of terms and conditions:
 - Noisy, offensive and/or unruly behaviour
 - Improper or unseemly conduct
 - Damage to/or destruction of property
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 - Smoking indoors
 - Any act or omission which, in the opinion of the Manager adversely affects or brings discredit upon the Manager, Staff, Owner or other guests
- Should our staff or security need to attend to noise issues after reception hours a callout fee of \$150 may apply
7. Cumberland Lorne Resort Management Pty Ltd and/or any of its employees shall not be liable for loss of or damage to any occupant's valuables whilst staying at the property. Accordingly, occupants are requested to take whatever security measures they believe are necessary to protect their valuables and personal possessions.
 8. Guests must leave the apartment in a clean and orderly condition. Rubbish should be placed in apartment bins or taken to the bins located on the basement level (all apartment blocks).

Dishes should be either washed or stacked in the dishwasher. Failure to do so may incur a fee of \$70 per hour for any additional cleaning. Management reserves the right to debit the fee from any credit card it holds from the relevant guest.

9. Guests must not keep or permit any animals on the premises during their stay. Our apartments are not pet friendly and should it be found that a pet was kept onsite and additional cleaning fee would apply to comply with health code regulations.

10. Guests will be held responsible for any loss or damage caused to fixtures, fittings, equipment (including electrical appliances), furniture and utensils as a result of a breach of these terms and conditions. Guests may also be liable for losses incurred by their behaviour while at the Resort – for example, excessive noise disturbing other guests resulting in complaints.

11. Smoking is not permitted inside the apartment or within any of the Resort facilities. If smoking occurs within these areas, a mandatory additional fee of \$250 will be charged against the relevant cardholder to cover costs associated with rectifying the affected environment.

12. Please note the reception desk is manned during the following hours:

7.30am to 6pm Monday to Thursday

7.30am to 7pm Friday and Saturday

8.00am to 5.00pm Sunday

Outside of these times, any request for assistance requiring on site attendance may incur a call out fee of \$150 per incident.

13. Management reserves the right, in its absolute discretion, to ask any occupant to leave the premises in the event of non-compliance with these terms and conditions.

14. Cumberland Lorne Resort Management Pty Ltd (CLRM) do not own the common property and plant equipment throughout the property, this includes and not limited to the pool, spa, sauna, toddlers pool, gymnasium, carpark, footpaths, hallways, hot water systems, internet / TV services and tennis courts. As the property is managed by BCS through an Owners Corporation Cumberland Lorne Resort Management Pty Ltd is not responsible for any services that fail to operate during your stay.

15. As each apartment is individually owned The Cumberland Lorne has a mixture of private rental, letting pool rental and residential apartments. CLRM cannot be held liable for those apartments outside its rental pool including but not limited to noise and pets from these apartments after hours.

By following through with a reservation and staying at Cumberland Lorne you accept the terms and conditions of this agreement, you may be held liable for any additional costs associated and we reserve the right to on-charge those costs to you.