

## **Terms & Conditions**

Please read these booking terms and conditions carefully as they incorporate the basis upon which bookings are accepted by The Ranges Karratha.

### **PRICES AND GST**

Prices are quoted in Australian dollars and are on a per apartment per night basis.

The rates are subject to change without notice until booking is paid in full.

No GST is charged on accommodation as per ATO ruling 2000/20.[Strata Titled accommodation]

### **HOW TO BOOK**

Reservations can be made online at [www.therangeskarratha.com.au](http://www.therangeskarratha.com.au) or by calling +61 8 9186 088 (1300639320 Toll Free Australia) For further information please contact the property direct .

### **PAYMENT**

Full payment is to be made on arrival during the check-in process.

Payment will be required for the full stay (accommodation value) and the additional security bond.

- Valid photo identification is required to check-in, regardless of method of payment.
- Payment can only be made via credit card or EFTPOS. A bond may be taken for EFTPOS payments
- The card holder must be present with the credit card on arrival to make the payment.
- All amounts shown on our confirmation and registration card/s are in Australian Dollars.
- Accepted credit cards are Visa, MasterCard, American Express and Diners.
- A 1.45% credit card recovery fee applies to all payments made, Amex 2%, Diners is 3.5%. Fees are Not Refundable.
- Refunds, If approved will not be made for 14 days and only to the card used in the 1<sup>st</sup> instance.
- Corporate account holders are invoiced end of stay/monthly (30days or longer)-payable in 7 days.

### **ARRIVAL / DEPARTURE**

Check-in time: after 14:00 (2pm)

Should you arrive prior to 2pm, check in shall be subject to your apartment being available.

We make every effort to have apartments ready before 2pm.

Check-out time: prior to 10:00 (10am)

Late check-out after 10:00am - an extra night's rate will be charged, subject to availability.

- **NO SMOKING** - All The Ranges Karratha Apartments are **NON SMOKING**. Apartments have outdoor balcony areas and ashtrays are provided for smoking outdoors. A \$300 cleaning/deodorizing fee also applies.

### **AAA Tourism**

The Ranges Apartments are rated 4 stars by "starratingsaustralia" – formerly AAA Tourism.

### **Accredited Tourism Business**

The Ranges Karratha is fully accredited under "Trust the Tick" program by Tourism WA

### **APARTMENT DAMAGE**

The guest who registers at check-in/arrival will be held accountable for any damage to the apartment and contents during the stay dates. The registered guest will be liable for damages caused (including those by third parties visiting the apartment) which will result in forfeiting any deposits, pre-payment, cash security deposit and also may be subject to additional charges. We reserve the right to process any charges in addition to accommodation to the presented credit card supplied at check-in/arrival.

### **BEST PRICE GUARANTEED**

We are so confident that you won't be able to find a lower rate for our property we are prepared to guarantee it. We understand that looking for the cheapest rate can be time consuming and frustrating, that's why we offer the lowest rate available on our own website to save you time and money. On the very unlikely occasion you find a cheaper rate that is not listed on our website please call us on 1300 639 320

### **Best Price - Terms & Conditions**

The rate must be publicly available and valid for the same arrival and departure dates. The rate must be listed in AU\$ (Australia Dollars), not influenced by a currency conversion and include GST (tax). If the cheaper rate be the result of a third party reseller selling The Ranges Karratha at a loss, we may not be able to extend the guarantee.

### **CAR PARKING**

You agree to enter the car park at your own risk. The Ranges Karratha does not accept any responsibility for damages or loss to your property or property belonging to someone else.

### **CANCELLATIONS**

Our general cancellation policy for bookings made direct on our website or via our reservations team, is no penalty if cancelled prior to 12 Noon (hotel time-West Aust) 1 day prior to your arrival. However some rates have different policies and some special event periods, have a no cancellation policy. The cancellation policy will be explained to you during your reservation over the phone or sent via email with your confirmation if booking online.

### **Cyclone season**

The Ranges Apartments are built to withstand the highest category cyclones. Cyclone season runs from November to April each year, guests who stay at The Ranges Karratha during a declared cyclone period must comply with all directions provided to them by Management.

### **Compliments or Complaints**

We love receiving feedback, if you have a compliment to make or should you not have enjoyed your stay, please call or email us at; gm@therangeskarratha.com.au

## **DESCRIPTIONS, PHOTOGRAPHS and MAPS**

Descriptions are based on information available at the time of publishing and may vary or change at any time. Maps and photographs are shown for general information only and highlight places in surrounding areas. Property photographs are representative only, actual apartments occupied may vary in decor and inclusions from those shown.

## **EVICTON OF A GUEST**

The Ranges Karratha may evict a guest or visitor without warning, should conditions warrant;

- Intoxication and unsavory behaviour
- Any party activity- we have a NO Tolerance approach to party activity
- Overcrowding - the number of persons in the apartment exceeds the number of sleeping positions.[3]
- Physical or verbal assault towards staff, residents or other guests
- Willful damage to The Ranges Karratha property
- Any incident for which the police need to be called onto the premises
- Any behaviour posing a safety threat to others
- Ignoring advice to reduce excessive noise (music or other noise)
- Any activity deemed illegal by management
- Smoking (\$300 cleaning and deodorizing fee also applies)
- No party policy applies.

## **GUEST COURTESY**

For the comfort of all our guests, we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. All noise in BBQ/Common areas is to cease by 10pm (22:00) each evening. Please also extend this courtesy to other guest apartments when entering and exiting the building or car park.

## **FREE INTERNET**

Free Internet is available across The Ranges Karratha.

## **IDENTIFICATION:**

Adequate identification is required at time of check-in to verify your identity and must match the name on the reservation. A current driver's licence, passport or other form of photo identification (ID) will be asked for prior to check-in. We require all credit card usage to be accompanied by an official Government issued ID which includes a photo and is valid at the time of your arrival. This ID may be copied and stored as record that we have verified who you are and your authority to use your credit card as a combat to increasing credit card crime. We believe that this policy best protects our guests and benefits all credit card holders, far beyond a simple signature comparison. As per our privacy policy, any personal information contained on the collected identification will not be on-sold, it will be securely stored and carefully disposed of at the end of its usefulness.

### **MAXIMUM CAPACITY PER APARTMENT**

The Ranges Karratha maximum apartment configuration is 3 guests. Apartments are equipped with a King bed. Subject to availability a folding bed may be supplied for the third guest subject to an additional charge. Maximum - 2 Visitors to an apartment, No visitors after 10pm.

### **PET POLICY**

No pets are permitted inside any The Ranges Karratha Serviced Apartment location under any circumstances, if an animal is seen it will be considered a breach of your accommodation conditions and you will be evicted.

Guide Dogs are permitted inside The Ranges Karratha Serviced Apartments. Guide Dogs must have a medallion on their collar with their Guide Dog registration number and the owner must carry a laminated pass, showing their name, as well as their dog's name. Guide Dogs must be harnessed. Please advise ahead of time if you will be travelling with a Guide Dog. A Cleaning bond may be charged.

### **PROMOTIONAL OFFERS/GIVEAWAYS/COMPETITIONS/FREE ACCOMMODATION**

From time to time The Ranges Karratha participates in promotional offers, giveaways and other competitions where accommodation is offered as a prize or forms part of an agreement. Guests claiming these offers, giveaways or other prizes including negotiated agreements agree to be bound by our/these standard terms and conditions. Each offer has redemption / valid to date, offers will not be honored after these dates expire. A Credit Card (not Debit Card) must be provided in the guests name for the relevant stay to cover incidental costs, additional cleaning, damage or other costs incurred by the stay.

### **SECURITY BOND / CREDIT CARD AUTHORISATION**

A credit card authorisation (pre-auth) will be asked for at time of check in and will be used to cover incidental items such as (but not limited to):

- Any breakages or damage incurred during your stay.
- Any excessive cleaning charges, above the normal level of cleaning due to the apartment being left in an unacceptable state.
- Any other charges, movie hire, Restaurant charge backs, telephone costs etc
- Additional servicing / cleaning charges including removing cigarette smoke smells.

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-authorised amount is set aside by the credit card company for a period of up to 10-days. The pre-authorisation will affect your available funds and / or spending limit. For more information on this practice we suggest the cardholder contact their card issuer. The minimum amount of funds we pre-authorise is \$150

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 and cannot be negotiated.

### **SERVICES PROVIDED**

All bed linen, bathroom toweling and kitchen tea towels are provided. A complimentary selection of guest bathroom amenities is also supplied along with kitchen detergent, dishwasher liquid and washing machine powder. The Ranges Karratha offer a weekly housekeeping service. Should during your stay, you require an additional full service outside the normal cycle; this can be arranged for an extra fee. Reception is able to supply additional toiletries upon request at any time.

### **RUBBISH REMOVAL**

Rubbish bins are provided across the resort for the removal of rubbish from the apartment. All guests are responsible for the removal of their own rubbish on a daily basis. Bags are provided for this purpose.

### **RIGHT TO REFUSE ENTRY:**

We reserve the right to refuse a guest entry to the hotel or to refuse accommodation for any reason whatsoever including where the guest has engaged in conduct on a previous occasion adverse to the Resort.

### **TRAVEL INSURANCE**

We highly recommend all our guests to have an appropriate level of travel insurance. Travel insurance can be arranged online or by many travel agents.

### **TRAVEL AGENTS COMMISSION**

Please contact us on how to claim your commission with The Ranges Karratha, claims to be made within 6 months.

### **UNACCOMPANIED MINOR/S**

A child who is staying without the accompaniment of a parent, guardian or adult over the age of 18 years is considered by most hotels as an unaccompanied minor. An unaccompanied minor/s is not permitted to stay by them self at The Ranges Karratha.

### **SPECIAL CONDITIONS**

If in the event that The Ranges Karratha cannot provide the apartment accommodation as requested, we will find alternative accommodation at a nearby hotel of similar or better standard (including transportation) or offer a full refund.

In the event that a guest fails to pay immediately upon demand any amount owing to The Ranges Karratha, pursuant to the booking and accommodation (including without limitation those incidentals such as telephone, cleaning, etc. set out above) The Ranges Karratha reserves the right to deny access to the guest and ask that they vacate the premises.

If in the event that a guest has caused damage to the property or effected other guests / occupants of the property, The Ranges Karratha reserves the right to ask that guest to leave and forfeit any monies paid and will require the guest to pay for any damage caused.

If a guest / occupant behave in an unacceptable or aggressive manner to other guests / occupants or The Ranges Karratha security staff, or is suspected of carrying out illegal acts on the premises, that guest / occupant will be asked to leave and the appropriate authorities will be notified. All monies paid will be forfeited.

At The Ranges Karratha Serviced Apartments we do everything possible to ensure security levels are maintained, and we ask that our guests do also. However, The Ranges Karratha takes no responsibility for any personal possessions that are lost, stolen or misplaced whilst on the premises. In that regard, we recommend that our guests obtain an appropriate level of travel insurance.

### **RIGHT OF ENTRY**

In the event that the Hotels Management has a legitimate cause for concern or if the guest has not been seen or able to be contacted over a period of time the apartment may be entered by the Resort Manager or their delegate to ensure the safety and comfort of other guests and our property.

### **FORCE MAJEURE**

Guests and booking agents of The Ranges Karratha are allowed partial impossibility in an agreement (Accommodation Reservation and or Group Accommodation Agreement), where the performance of the agreement by either party is subject to acts of God, war, terrorism, government regulations, national disaster, strikes, civil disorder or curtailment of transportation facilities beyond the control of the parties making it inadvisable, illegal, or impossible to fulfil some or all of the agreement. The Agreement may be terminated without penalty for any one or more of such reasons by written notice from one party to the other.

### **LIMIT OF LIABILITY**

We do our best to ensure your booking arrangements are satisfactory, however The Ranges Karratha does not accept any liability whatsoever for any injury damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond its control including, but not limited to, war, civil disturbance, terrorism, fire, floods, acts of God, acts of Government or of any other authorities, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

© Copyright The Ranges Karratha 2018

