

# COOLIBAH DOWNS

PRIVATE ESTATE

## WELCOME TO COOLIBAH DOWNS PRIVATE ESTATE

Guest Names: \_\_\_\_\_

Name of Room: \_\_\_\_\_ Car Registration \_\_\_\_\_

Date of Arrival: \_\_\_\_\_ Date of Departure: \_\_\_\_\_

Home Address: \_\_\_\_\_

Contact Number: Mobile \_\_\_\_\_ Home: \_\_\_\_\_

Email: \_\_\_\_\_

Estimated Check in Time: \_\_\_\_\_ Estimated Check out Time: \_\_\_\_\_

Unwind in our cottage style accommodation surrounded by our tranquil gardens.

With business facilities at reception and superb sweeping views of the gardens throughout the rooms, Coolibah Downs is the perfect place for you to enjoy while attending weddings or functions at our private estate.

*Please find below information that will assist your stay:*

**Check-in:** from 12:00PM

**Check-out:** before 10:00AM

**Pre-Authorisation:** Our \$150 per accommodation building pre-authorization allows for the placement of cardholder funds on hold for a pre-determined time, giving us the option of completing the transaction at a later date should there be any incidentals or extra charges. This allows us to verify that funds are available to cover any incidentals. The money is not debited from your account at this point but held until final payment is processed; however, should no payment be taken the money will automatically release after 4 - 10 business days.

### CREDIT CARD INFORMATION

Credit Card Type:  MasterCard  Visa  American Express  Discover Card

Name of Bank \_\_\_\_\_

Number: \_\_\_\_\_

Expiration Month: \_\_\_\_\_ Expiration Year: \_\_\_\_\_

Cardholder Signature X \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Security Code: \_\_\_\_\_

**Credit card surcharge:** A 0.91% credit card surcharge applies for all credit card payments if any charges must be made.

**NON-SMOKING:** These are non-smoking rooms; however, smoking is permitted on the balcony while the balcony door is shut and outside the accommodation rooms. Deodorising fees of \$200 apply for any odour carried into the accommodation. The whole property is covered by closed circuit TV cameras and is also fitted with sensitive smoke alarms that will be triggered by smoking within the buildings. Any alarm trigger that is caused by smoking in the

building will result in an automatic visit from the fire brigade. This costs \$2000 and will be charged to the offending guest.

## TERMS AND CONDITIONS

Please read these terms and conditions carefully. By signing this form you agree that these terms and conditions apply to you and any Person (collectively referred as "Guests") occupying or visiting the apartment or property or using the facilities in the complex at your invitation or with your authority.

Full Prepayment of Accommodation is due 14 business days prior to check in date. Failure to make payment by due date may result in cancellation of Room.

Guests are reminded of the Provisions and Limitations of the Traveller Accommodation Providers (Liability) Act 2001 (QLD) and Conditions of Bailment. Guests agree abide by the House Rules and building by-laws.

Guests who breach the House Rules or by-laws (including those listed below) may be required to depart at the discretion of the manager:

- \* Guests are to behave in a manner that does not interfere with the peaceful enjoyment of the property by all other guests or residents.
- \* No animals or pets are to be brought to this property
- \* I authorize maintenance/housekeeping staff access to my unit if necessary.
- \* No party on the premises, all visitors to be reported to reception/managers.

A security provided by a valid credit card (DEBIT CREDIT CARD is NOT accepted) is required at check-in. The following additional charges will be automatically added to your account to be settled prior to departure, or charged to your credit card:

- \* \$50 callout fee for attending to a complaint about excessive noise, nuisance behaviour, general disturbances, or room lockouts.
- \* \$220 charge to replace lock and keys in case room keys are lost or stolen
- \* Costs as charged by local Fire and Rescue Authority for attending to fire alarms used by misuse of the accommodation facilities.
- \* Costs to replace any items found to be missing from the accommodation buildings
- \* Additional cleaning charges if the room/building is left in an untidy manner or if there is evidence that guests have smoked in the room.

I authorize the use of credit card I provided to cover accommodation and all other charges. I agree that my liability for all charges is not waved and agree to be held personally liable in the event any indicated person, company or association fails to pay for any part or full amount of such charges. This includes damage to, and losses in, the property described in the unit number above.

The accommodation rate is agreed upon and no alterations will be made during or after your stay. Please check the accommodation rate and resolve any questions with Reception prior to signing below. A minimum 7 days' notice is required for early check in/ departure.

Guest Signature \_\_\_\_\_ Staff Member Signature \_\_\_\_\_