

KICK IT TO ME[®]

Accommodation



Booking Terms & Conditions

1. Bookings made to Kick It To Me ("KITM") ("the booking agent") by the customer are made on behalf of the accommodation provider. The customer agrees that the accommodation provider has sole responsibility for delivery of the services being booked by the customer and that KITM is not liable for default by the accommodation provider.
2. If after your arrival your accommodation does not meet your requirements, you must inform us immediately.
3. The customer agrees to pay to KITM the all inclusive accommodation fee. All fees are tax inclusive where applicable. The booking agent will issue the customer with a valid confirmation in respect of this booking service.
4. KITM receives a payment from the accommodation provider for acting as booking agent.
5. Information on the accommodation is based on information supplied by the accommodation provider. Whilst KITM endeavours to ensure all information presented is accurate, it makes no guarantee that the information is free from errors or faults, and accepts no liability for any errors or omissions as all information in relation to accommodation and premises is provided by the accommodation provider.
6. KITM reserves the right to update and change information published on its website and other websites used to promote the represented accommodation at any time.
7. KITM needs to collect personal information about the customer to process bookings for accommodation. If KITM is unable to collect this information, it will be unable to make a booking in the customer's name. Customer's privacy is respected and will only be used or disclosed in accordance with the Privacy Act 1988. Please read our privacy policy on our website www.kickittome.com.au
8. Bookings dates can be reserved by making a deposit payment to the value of 1 night's accommodation fee. The balance is due and payable 30 days prior to arrival. Failure to arrange payment will result in the cancellation of the booking.
9. Credit card and PayPal payments incur a 3.5% processing fee in addition to the quoted rate. Accepted credit cards include Visa and MasterCard only.
10. All payments are to be made in Australian Dollars. Payments made from international banking institutions must cover the sending and receiving banks' fees.
11. The customer responsible for making the booking must be registered by providing their full address, full credit card details and a mobile phone number at which the customer is contactable at all times.
12. Credit card details will be kept on file to account for any damages that may result from the customer's stay. Credit card details will be shredded at the end of the customer's stay providing that the apartment is kept in the same order to that it was provided.
13. DAMAGES / NON-SMOKING / CLEANING POLICY: If repair or cleaning causes interruption to business, added expense to our business or unreasonable delay, the responsible customer will be charged.
14. Check-in time is not before 2pm on the arrival date and check out time is not later than 10am on departure date. Early check-in or late departure is subject to prior arrangement and availability and extra charges will apply.
15. Customers must notify KITM management of expected arrival time and a mobile contact number at least 1 week prior to arrival.
16. Check-in/check-out and key collection/return procedure will be communicated to the customer in writing once full payment has been received.

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17. The following cancellation/refund policy applies:
 - a) The deposit is non-refundable unless otherwise agreed by KITM management.
 - b) KITM will endeavour to re-let the apartment.
 - c) If the apartment is re-let for the same dates and rates, customers who have provided full payment will be refunded the full amount less the deposit.
 - d) If the apartment is not re-let for the same dates and rates, customers who have provided full payment will be refunded in accordance with the notice given, and as follows:
 - i. 30+ days notice of due arrival – 50% refund
 - ii. Between 14 & 29 days notice of due arrival – 25% refund
 - iii. Less than 14 days notice of due arrival – no refund
18. Should customers be eligible for a refund the refundable amount will be credited to the bank account specified by the customer.
19. Customers wishing to cancel should advise KITM Management in writing by emailing accommodation@kickittome.com.au quoting the booking reference number.
20. The majority of residences that surround Kick It To Me Accommodation are owner occupied and some are tenanted. By virtue of providing full payment customers agree to respect others in the complex by keeping noise to a minimum.
21. Disturbances & abuse of noise levels are not tolerated and will result in cancellation of the customer's stay. Parties are strictly prohibited & breach of this condition may result in immediate termination and eviction without refund and extra cost may be incurred for security, cleaning, garbage removal, wear and tear, repairs etcetera.
22. Any illegal activities including but not restricted to the possession or consumption of drugs will not be tolerated.
23. Health and Safety Regulations state only the guests included in the customer's original booking may stay overnight in the accommodation. If additional guests stay, the extra payment of \$50 per person per night will automatically be processed on the credit card being held for security.
24. The complex is governed by Strata Laws. As such, pets are not allowed on the property.
25. Strata Laws state that parking of (1 only) vehicle is allowed in the parking station assigned for the apartment. Parking in any other parking space or common area within the complex is not permitted.
26. Smoking is not permitted anywhere inside the premises. Smoking is permitted in the outdoor area of the apartment and an ash tray is provided for this purpose. It is expected that smokers use the ashtray and dispose of butts with care in outside bins.
27. Should the property become unavailable due to unforeseen circumstances another property of same or better standing shall be offered to the customer failing which full refund shall be provided.
28. We highly recommend customers take travel insurance for bookings made, to assist with protection against loss due to illness, injury or death, loss of luggage or belongings or cancellation of travel.