



Information for guests

Apartment 102 Palm Springs Residences
1 Twenty First Avenue, Palm Beach QLD 4221

Welcome to the Gold Coast!

We are delighted that you have chosen to stay in Apartment 102 at Palm Springs Residences for your visit, and from the entire team at Gold Coast Holiday Rentals we extend to you a warm welcome and trust that your stay will be an enjoyable one. You have chosen an outstanding personally managed apartment, ideal for a family vacation and with a southerly aspect looking towards Coolangatta. You have direct beach access from the complex and wonderful views from all rooms.

For your convenience, we have prepared this personalised guide to acquaint you with our services. Please take a moment to familiarise yourself with the information relating to your apartment, the entire complex and the surrounding area.



Tony Boulden

Palm Springs Residences — absolute beachfront holiday apartments located at Palm Beach, Gold Coast, Australia. Enjoy your time in air-conditioned self contained comfort with sweeping balcony views to the Pacific Ocean. Wake up each morning to a million dollar view.

Enjoy a luxury Gold Coast holiday with everything you could want, from the absolute beachfront location with no roads to cross, a private 25 metre lap pool, the ambience of designer interiors and the security of private underground car parking. Palm Springs Residences offers you the ultimate beachfront destination where you can swim, walk and play on white beach sand, splash in the pool and enjoy life from the comfort of your own private balcony retreat.

From all of us, have a wonderful stay and come back soon.

Tony Boulden
Gold Coast Holiday Rentals

www.gchr.com.au

Bookings	:	1 300 978 384
Keys, housekeeping check in arrangements	:	0409 446 614 (Andrew)
Emergency repairs and general maintenance	:	0430 341 795 (Barry)
Agent and all other enquiries	:	0418 658 694 (Tony)

Contents

GENERAL INFORMATION	3
THE RESORT	3
APARTMENT FACILITIES.....	3
RESORT FACILITIES	4
AIR CONDITIONING	4
AIRLINES (DOMESTIC).....	4
AIRPORT AND TRANSFERS.....	4
AMENDMENTS TO PERIOD OF STAY	4
APPLIANCE MANUALS	5
ATM MACHINES.....	5
BANKING	5
BALCONIES.....	5
BARBEQUE	5
BATH TOWELS.....	5
BEDDING CONFIGURATION	5
CAR HIRE.....	5
CAR PARKING (BASEMENT)	6
CHECK IN/ CHECKOUT TIMES	6
CHEMIST.....	6
CHILDREN	6
CINEMAS	6
CLEANING	7
COMPLIMENTARY ITEMS	7
DAMAGE TO APARTMENT AND PROPERTY (BREAKAGES).....	7
DOORS AND WINDOWS	7
EMERGENCY	7
FIRE ALARM	7
FIRE PROCEDURES	7
GARBAGE.....	8
INTERCOM.....	8
INTERNET AND TELECOMMUNICATIONS	8
INVENTORY.....	8
KEYS AND FOBS (APARTMENT)	8
LAUNDRY NEEDS	8
LOCATION	8
MEDICAL SERVICES	8
MISC CLEANING AND LAUNDRY ITEMS	9
PLACES OF WORSHIP.....	9
POLICE	9
REFUNDS	9
SECURITY (GENERAL).....	9
SHOPPING.....	10
SUN PROTECTION	10
SURF SAFETY	10
SWIMMING POOL.....	11
TELEVISION & DVD	11
TRANSPORT	11
VALUABLES.....	11
WATER RESTRICTIONS	11
LOCATION MAP	12
TERMS AND CONDITIONS.....	13
RESERVE NOW FOR NEXT YEAR?	18
SCHOOL TERMS FOR 2010 AND 2011	18
PUBLIC HOLIDAYS FOR 2010 AND 2011	19
DISCLAIMER.....	20

GENERAL INFORMATION

The Resort

Spacious Palm Springs Residences will offer you and your family the holiday of a lifetime. Located on absolute beachfront at beautiful Palm Beach on the southern Gold Coast, you will cherish memories of lazy days in the sun soaking up the magnificent views of the sparkling blue Pacific Ocean from your fully self-contained luxury holiday apartment. Start relaxing from the moment you arrive at Palm Springs Residences.

Palm Springs Resort provides a variety of holiday entertainment options right at its doorstep. With its central location you are a short drive from all the major Gold Coast attractions. If you don't want to drive, you are within walking distance of shops and restaurants that cater to a variety of tastes and budgets. This resort is located outside of the main entertainment area and as such offers peace and tranquillity for those seeking a relaxed family atmosphere.

Enjoy the swimming pool at the resort or test your fitness by running along the beach only 10 metres away. Families and couples will take delight in the pristine gardens and aquatic delights of the on-site pools. Palm Springs Resort is ideal for a family holiday.

Apartment Facilities

What more could you want? This elegant ground floor apartment is situated on the beach side of the resort, has a north-easterly aspect, and provides you with direct beach or pool access from your magnificent private outdoor terrace. This is a modern 3-bedroom apartment offering state-of-the-art living and superb panoramic views over the golden beaches and rolling surf of the Pacific Ocean. The unit is elegantly furnished, is fully air-conditioned and has full secure undercover parking for two vehicles.

Self contained for six people, the apartment can sleep up to eight (two roll-away beds are available on request). All linen items are supplied (sheets, blankets et al) and the unit has full laundry facilities. The apartment is fitted with ducted air conditioning, sprinkler system and smoke detectors. For your safety, a dead bolt is fitted to the front door and patio door bolts to the sliding doors.

This unit is beautifully furnished with floor to ceiling glass doors in the main lounge area that open onto the spacious wrap-around private terrace. It contains all you and your family need for a perfect holiday and comes with full security intercom access.

This non-smoking apartment consists of the following:

- **Lounge and dining:** Contains lounge suite, dining table and 6 chairs, flat screen TV and Austar (no additional charge), DVD player and sound system. The lounge room has floor to ceiling glass doors that open onto a wrap around terrace overlooking the ocean, Burleigh Heads to the north and beyond to Surfer's Paradise.
- **Kitchen:** Fully equipped with gas cook top, wall oven, range hood, dishwasher, refrigerator, microwave oven, crockery, cutlery and cookware.
- **Master bedroom:** Contains queen size bed, walk-in-robe and a full en-suite bathroom with hair dryer.
- **Second bedroom:** Contains two single beds and a built-in robe.
- **Third bedroom** Queen size bed and walk in robe.



Palm Springs Resort from the beach

- **Main bathroom:** Hand basin with granite finishes, bathtub and shower.
- **Laundry:** Full laundry facilities with washer, dryer, vacuum cleaner and iron.
- **Powder Room:** Toilet and hand basin.

Resort Facilities

Palm Springs Residences is located at the northern end of Palm Beach on the southern Gold Coast. This is primarily a residential area where you and your family can relax in quiet comfort. Nevertheless, it is only a short drive to Coolangatta, the main business district of the southern Gold Coast or into Surfers Paradise to experience all the excitement of this world-famous tourist area.

- Palm Springs Residences has AAA — 4 Star rating. All guests have full access to the resort facilities.
- The resort provides an aquatic playground for the whole family. Enjoy the super size swimming pool or bask in the famous Gold Coast sun on the adjacent terrace area.
- There is a barbecue area close to the pool. Please no barbecues in the apartment or on the balcony (see below).
- Central location close to shops, restaurants, beach
- Patrolled beach only 100 metres from the resort
- Free and secure car parking



The beach below Palm Springs Resort

Air Conditioning

Ducted air conditioning is available for your convenience. The control unit is located on the wall in the dining room. Please ensure that all external doors and windows are closed when the air conditioning units are in operation.

The recommended temperature setting is 24 degrees in summer and 18 to 20 degrees in winter.

Airlines (Domestic)

Jetstar	:	131 538
Qantas	:	131 313
Virgin Blue	:	136 789

Airport and Transfers

Gold Coast International Airport at Coolangatta is only 9 km (around 13 mins) away. Car hire is available at the airport or you can book a car through our website (see Car Hire, page 5). Alternatively you can use a commuter bus or local taxis service. Brisbane airport is 106 km to the north. There is a direct rail service between Brisbane airport and Robina station which is 20 minutes away from Palms Springs Resort.

Amendments to Period of Stay

After arrival, if you wish to change the period of your stay please notify us as soon as possible. Extension of your booking period will be subject to availability. If you wish to leave earlier than originally planned, please note that no refund will be allowed.

Appliance Manuals

Instruction manuals for various appliances located in the bottom kitchen drawer.

ATM Machines

Various ATM's are located in the Palm Beach precinct. There is a 7-Eleven close by on the Gold Coast Highway at the service station which has "cash out" facilities.

Banking

All major banks are located in Palm Beach CBD located near to Seventh Avenue and also at the Pines Shopping Centre, Elanora. Opening hours are generally 9.30am to 4pm Monday to Friday.

Balconies

Please be advised that the throwing of any item or projectile from a balcony or window is strictly prohibited as it may cause damage to property, personal injury or death. You may be held liable for these actions. Any damage or injury resulting from this activity will be treated as a criminal activity and dealt with accordingly.

For your safety, please ensure that you observe the following rules regarding the use of balconies. Please note that it is your responsibility to ensure that your family and guests also observe these rules:

- A maximum of 6 people are allowed on the balcony at any one time.
- Do not climb, sit on, push or use strong force against the railings.
- Avoid pushing, crowding or party behaviour on the balcony.
- Do not go out on the balcony if you are under the influence of alcohol or drugs.
- Ensure that all windows and balcony doors are locked before you leave the property.

Barbeque

The resort barbeque is located in the outdoor pool area for your use. Please ensure that you turn the power off and leave the barbeque in a clean condition.

- **As noted above, barbecues or other cooking on the balcony of your unit is prohibited.**

Bath Towels

Please note that towels are not replaced daily.

Apartment towels are not to be removed from the unit. Guests must supply their own beach towels.

Bedding Configuration

Two Queen size beds + two Single Beds + two Fold-up Beds on request.

Car hire

You can reserve a car through our website at the time you make your holiday booking.

Alternatively, there are a number of nationwide companies offering car hire on the Gold Coast as well as local operators. Those companies operating from within the airport can be found opposite the check-in counters.



The beach and terrace view from Unit 102

East Coast Car Rentals	:	1 800 028 881
Avis	:	5536 3511
Hertz	:	5536 6133
Thrifty	:	5536 6955
Budget	:	5536 5357
Europcar	:	5569 3370
Redspot	:	1300 66 88 10

If you have booked from an off-airport operator, you should proceed to the meeting place opposite the Transport and Information desk.

Car Parking (Basement)

Entrance to the car park (basement 1) is via Twenty First Avenue and down the ramp.

Your round FOB key will give you access into and out of the car park on basement level **one**.

Please note that the FOB key is required to operate the lift if you use it to access the car park.

- Please use the allocated parking bays only [Parking bays No 8 and 9]. Limited visitor parking is situated throughout the resort.

In the event that an unauthorised vehicle has occupied the reserved car space for this apartment please park in any visitor car space and contact us on 0409 446 614 with the vehicle details (make, model and registration #) and we will arrange for the offending vehicle to be towed away as soon as possible.



The resort complex from the breakwater

Check In/ Checkout Times

Unless prior arrangements have been made, check-in time is after 2.00 pm and checkout time is no later than 10.00 am. On departure, the property should be left in a similar state to its condition on arrival.

- At the end of your stay, upon departure please leave both key and FOB sets in the apartment.

Chemist

An after-hours chemist (until 8pm) is located at 1148 Gold Coast Highway, Palm Beach. (07) 5534 2773. The chemist is located near to Sixth Avenue and is 2 km or 4 minutes drive from the resort.

Children

For the protection of young children, the front door and all balcony doors are fitted with door bolt locks. Please make use of these locks to ensure that young children are not allowed on the balconies unless supervised by a responsible adult. It is recommended that balcony doors be locked as a security measure.

Cinemas

There are no cinemas within Palm Beach. The nearest cinemas are at Pacific Fair or Robina Town Centre to the north or at Coolangatta (south).

Cleaning

For guests staying longer than seven nights a complimentary “mid stay” service clean is available upon request. If required please contact Housekeeping.

Otherwise additional cleaning services for the apartment during the period of your stay can be provided at an additional cost of \$165. Upfront payment by Credit Card is required.

Complimentary Items

The apartment has been stocked with an *initial* supply of complimentary items such as soap, detergents, tea & coffee, milk, salt & pepper, toilet supplies for your convenience.

These items are not replenished during your stay. Supermarkets and convenience stores are located nearby.

Damage to Apartment and Property (Breakages)

Please advise if any damage/ breakages occur during your stay. The apartment will be checked upon your departure for any damage or missing property belonging to the apartment.

Should we find any damage or missing property we will charge your credit card and write to you by email advising the reason for the charge. This also applies to extensive cleaning charges as a result of your stay.

Doors and Windows

Please keep the front door locked at all times. If you are leaving your apartment, it is suggested that you close the doors and windows as the Gold Coast is renowned for strong wind gusts and afternoon storms. We also recommend that items not be left on the balcony, as they may be blown off in strong winds.

Please ensure that all external doors and windows are closed when the air conditioning units are in operation.

Emergency

For emergency service to your unit please call 0418 658 694.

For public emergency services please contact **000**.

Fire Alarm

Guests are requested not to burn incense or other aromatic substances within the unit because of the sensitivity of the fire detectors that could be activated. Please turn ON the range hood extraction fan while cooking. In the event of a fire alarm during your stay, please do not use the phones or lifts. Evacuate the building via the fire stairs.

It is advisable to leave the laundry window open whilst using the dryer.

Fire alarms and fire department call outs are expensive, so care should be taken when cooking within the apartment. A fine of up to \$880 may be imposed. The alarms are installed to protect your safety.

Fire Procedures

Please take time to study the fire exit details on back of the apartment door. In case of fire, please make your way down the fire stairs to the car park to evacuate the building. Please note this is a non smoking apartment.



A million dollar view – from Unit 102 looking south to Coolangatta

Garbage

The garbage chute is located in the hall. The apartment key is required to open the access door. All garbage must be wrapped and sealed (in the plastic bags provided). Spare rubbish bags are located under the sink. Please place all glass bottles and boxes for recycling outside the main entrance/ driveway in the green bins with yellow lids.

Intercom

Visitors to the complex can be viewed on the video intercom monitor located in the dining room.

To allow a visitor access press the “key circle” symbol which should open the glass doors.

Internet and telecommunications

Guests should make their own arrangements for internet and telephone access. It is recommended that guests bring their own USB to connect to their laptop computer.

Inventory

List of inventory items provided for your convenience is in the apartment. Upon your departure, the inventory will be checked by housekeeping and the cost of any missing or damaged items will be charged to you. Thank you for your co-operation.

- **It is your responsibility to check this inventory on your arrival and notify us immediately of any discrepancies.**

Keys and FOBs (Apartment)

The round FOB key accesses entry to the resort complex, pool area, car park and lifts. To operate the system, pass the oval FOB key in front of the sensor panel at these locations. The two silver keys unlock the front door to the apartment.

- A second key and FOB set will be in the apartment upon your arrival.
- Any lost apartment key and FOB key sets will incur a fee of \$150 each. In the event that you lose one during your stay, please contact 0409 446 614 as soon as possible.
- Details of a valid credit card representing a “Bond” will be taken upon arrival.

Laundry Needs

A washing machine, clothes dryer, iron and ironing board are available for your use. These items are stored in the apartment’s laundry. Drying and airing of clothes on the balcony is not permitted.

Location

See location map on page 12.

Medical Services

The clinic of Dr Stephen Barry is only 550 metres south from the resort. The clinic is located at

1372 Gold Coast Highway Palm Beach (07) 5576 0288

Nearest major public hospitals include:



Palm Beach

- Gold Coast Hospital: (07) 5571 8211 (corner of Ferry Road and Gold Coast Highway, 18 km, 30 minutes drive north).
- Tweed Heads District Hospital and Community Health Services: (07) 5536 1133 (Florence Street, Tweed Heads, NSW, 13 km, 20 minutes drive south).

There is also the John Flynn Gold Coast Hospital (private) located at Tugun which has emergency services. This is 8 km south of the resort on the Pacific Highway and is signposted from the main road.

Misc Cleaning and Laundry Items

The clothes airing rack, broom, mop and bucket are all located inside the laundry cupboard.

Places of Worship

Anglican Church of Australia

69 Palm Beach Avenue, (07) 5534 2115

Gold Coast Hebrew Congregation

34 Hamilton Ave, Surfers Paradise (07) 5570 1851

Mosques and prayer rooms

Cnr Allied Drive and Olsen Avenue, Arundel (for prayer times visit their website at <http://www.goldcoastislam.com.au/>)

Presbyterian Church of Queensland

Palm Beach Avenue (07) 5593 3383

Roman Catholic Church

3 Sunlight Drive, Burleigh Heads (07) 5576 6466

Uniting Church

Applecross Way, Elanora (07) 5534 5817

Police

The Palm Beach Police Station is located at the southern end of Palm Beach, 3km south of the resort on the Gold Coast Highway.

For non-emergency or general enquiries please call Palm Beach Police station on 07 5534 0222

Refunds

Please see Section 3 of the attached Terms and Conditions for details of refund policy. In particular please note:

- No refund will be given for early departure.
- Refunds will not be made for bookings cancelled due to inclement weather or illness. These must be claimed through your travel insurance

Security (General)

Despite the stringent protective security measures that have been put in place, neither the Body Corporate, wholesaler, booking provider, the agent or the apartment owner assume any responsibility and will not be held liable for any loss or damage to your possessions in or around the resort.

While Palm Beach is regarded as a safe area, to reduce the temptation for intruders or others, we recommend the following:

- Lock all windows and doors when you are away from the apartment.
- Remember that access to your apartment can be gained from the balcony.
- Do not leave cash or valuables in the apartment.
- Limit the valuables you take to the beach. Do not leave your valuables unattended on the beach at any time, even in crowded areas.
- Ensure that handbags or carry bags are covered and secured (particularly when out and about or sightseeing).
- Do not leave bags or valuables in your car. At least ensure such valuables are not visible in your car, this includes such items as GPS navigators.
- When leaving your car, ensure all doors are locked and windows wound up.



Palm Beach SLC

Shopping

Local shopping is to be found along the Gold Coast Highway, principally in the commercial area on Gold Coast Highway between Sixth and Seventh Avenue and adjacent side streets. A second retail area is to be found on Philippine Parade; head south as far as Palm Beach Avenue (after Sixth Avenue) and then left at the second roundabout.

Alternatively try The Pines Shopping Centre (Guineas Creek Road, Elanora, 4221) or the Stockland Shopping Centre on the West Burleigh Road at Burleigh Heads (4220). Stockland has a wide range of stores — Woolworths and Big W, IGA, Bunnings as well as a host of specialty shops.

For emergency supplies there is a 7-Eleven convenience store across the road from the complex, a gasoline station and a McDonald's restaurant.

If it is the malls you are after then try the Robina Mall, Pacific Fair or drive up to Australia Fair at Southport. Good shopping is also to be found in the Twin Towns of Coolangatta and Tweed Heads.

There are a number of restaurants along the Gold Coast Highway and within the various shopping centres. The Palm Beach Surf Life Saving Club was founded in 1930 and is popular with local residents. It has good food at reasonable prices. Membership is inexpensive and members receive a 10 percent discount on food and beverages. Coolangatta and Burleigh Heads are nearby popular venues for evening entertainment.

Sun Protection

Enjoy outdoor activities without the risk of sun damage by wearing a broad-brimmed hat, a shirt with collar and sleeves and SPF 30+ broad-spectrum, water-resistant sunscreen on exposed skin. Try to avoid staying outdoors during the middle of the day when ultra-violet rays are strongest.

Surf Safety

For your own safety always swim in areas patrolled by lifeguards and lifesavers, inside the area where the red and yellow flags appear. Do not swim directly after a meal or under the influence of alcohol. Do not swim when the red DANGER flag appears. Do not swim where there are no red and yellow flags. If caught in a current or undertow or if you experience a cramp, raise one arm for help and float until help arrives.



Philippine Parade shopping centre

Palm Beach Surf Life Saving Club is located 1.4 km to the south on Jefferson Lane near to Seventh Avenue

Tallebudgera Surf Life Saving Club is 2.5km to the north.

Swimming Pool

Relax by the 25m lap pool in one of the sun chairs or entertain friends at the BBQ. No glass is permitted in this area. Food and drink should not be consumed while using the pool. You can swim all year round at Palm Springs Resort as the pool is heated whenever the temperature drops below 27°C.

Television & DVD

Free to air television stations and Austar (cable TV – living area only) is available for your use and is complimentary during your stay. Local daily newspapers contain television guides.

A DVD player is connected to the television in the main lounge area.

Transport

The Gold Coast is only 40 minutes away from Brisbane along the eight-lane Pacific Motorway. There is no toll charge between the Gold Coast and Brisbane however there is a toll fee for using either the Gateway Bridge or the Clem-7 Tunnel to access the northern suburbs of Brisbane.

Gold Coast Cabs operates throughout the Gold Coast and can be reached on 131 008.

Local buses run past the front door, either to surfers Paradise or to Coolangatta. Schedules may be infrequent and you are advised to check bus times prior to travel. Gold Coast bus services operate as far south as Pottsville and Murwillumbah (NSW) and as far north as Beenleigh.

- For bus information call TransLink on 13 12 30
- TransLink website: www.translink.com.au
- Surfside Buslines: www.surfside.com.au

A fast rail service operates from Varsity Lakes/Robina through to Brisbane and to Brisbane airport. Rail timetables are available online at Queensland Rail <http://www.queenslandrail.com.au/Pages/Default.aspx>.

Valuables

Please do not leave any valuables in your apartment. We accept no responsibility for missing personal and/or monetary items.

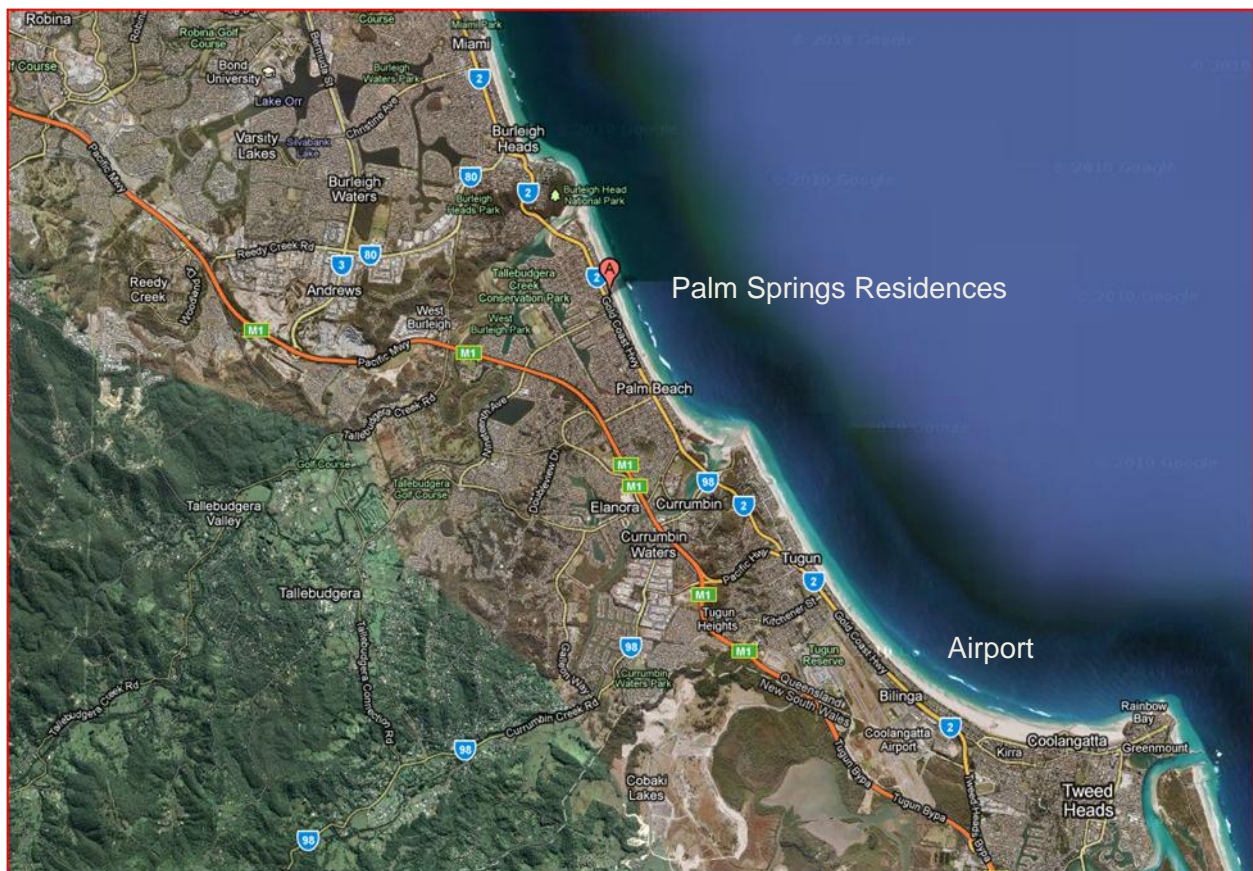
Water Restrictions

The Gold Coast is on Level 6 water restrictions. Please use water wisely:

- Spend less than four (4) minutes in the shower
- Turn off the tap whilst brushing your teeth or shaving
- Hang towels to minimise laundry

Information for guests:
Apartment 102, Palm Springs Residences, 1 Twenty First Avenue, Palm Beach QLD 4221

LOCATION MAP



You can also check us out on Flick, Facebook and Twitter.

- [More images of Palm Beach and Palm Springs Resort at http://www.flickr.com/photos/gchr/sets/72157624328530033/](http://www.flickr.com/photos/gchr/sets/72157624328530033/)
- <http://www.facebook.com/pages/Gold-Coast-Australia/Gold-Coast-Holiday-Rentals/131119770235464?ref=ts> and
- <http://twitter.com/gchrcomau>

Update file: compendium Unit 102 100809

TERMS AND CONDITIONS

(Holiday rentals under six weeks)

The following Terms and Conditions will apply to your stay at any property listed on this website. By making a booking and paying a deposit, you agree to abide by and comply with these Terms and Conditions as they stand now and as they may be changed from time to time on our website www.gchr.com.au.

1. GENERAL RULES

- a) We reserve the right to change all or part of the Terms and Conditions at any time. It is your responsibility to keep yourself updated on any changes to these Terms and Conditions. If you object to a change of the Terms and Conditions after paying your deposit, it is your responsibility to immediately advise us at the contact details provided on this website.
- b) You must monitor the observance of the Terms and Conditions by your guests and invitees. A breach of these Terms and Conditions by your invitees or guests will be considered a breach by you.
- c) A breach of these Terms and Conditions may result in, but is not limited to, you being evicted from the premises, losing your Bond and/ or other monies paid by you.
- d) Your credit card details will only be used to pay for amounts relating to your booking where directed by you. This information will never be supplied to a third party by us and will not be used for any other purpose.
- e) While we make every effort to ensure that this information is current and kept up to date, this information may change without notice and we take no responsibility for any errors or omissions contained on this website.
- f) These Terms and Conditions were last updated on 21st June 2010. Any changes are posted on our website at <http://www.gchr.com.au/terms-conditions/>. In case of any variation, the terms posted on the website apply.

2. BOOKING CONDITIONS

- a) Prices listed on our website are a nightly rate based upon a minimum stay of three (3) nights and are a guide only. Prices/ quotations are subject to change without notice and will not be guaranteed until a deposit has been processed and you have received formal confirmation of your booking from us. Surcharges will apply to one and two night stays.
- b) The description of the Premises is made in good faith and no responsibility for misdescription will be accepted by us. All photos on this website were taken on site and are provided as a guide only. Photographs on this website are an accurate representation of the described property at the time the photograph was taken and are subject to change and fair wear and tear. We and the owner of the Premises are not responsible for personal perceptions.
- c) A 25% deposit of the Total Booking Fee is required to secure your booking and must be paid at the time of making your booking. By paying the deposit you agree to enter into an agreement to rent the premises from us in accordance with these Terms and Conditions.
- d) The balance of the Total Booking Fee should be paid at least 30 days prior to your arrival date. We will endeavour to send you a courtesy reminder 5-6 weeks before your arrival date.
- e) For bookings made within 30 days of your arrival date, full payment is required at the time of booking.
- f) No matter what the circumstances, the Total Booking Fee must be paid by you no later than three (3) weeks before your arrival date.

- g) Where the booking is for more than 4 persons in a 2 bedroom property, 6 persons in a 3 bedroom property and 8 persons in a 4 bedroom property, rollaway beds will be provided at an additional fee of \$55 per person per booking. A non refundable fee of \$16.50 may apply when the payment of the deposit is processed for bookings of less than 7 days duration.
- h) An approved way of payment is by Visa, MasterCard or Electronic Funds Transfer. Please contact us if you would like to pay by Electronic Funds Transfer.
- i) Check in time is from 2.00pm onwards.
- j) You must check out before 10.00am on your day of departure. Extra charges will apply if you are late in departing without exception.
- k) We cannot be held responsible should a property be listed for sale, sold or the Agent's appointment to act is terminated and your booking is cancelled.

3. REFUNDS AND TERMINATING YOUR BOOKING

- a) If you terminate your booking within 30 days of your booking date and at least 30 days prior to your arrival date, we will refund your full deposit and other monies paid by you, less a fee.
- b) If you terminate your booking for any reason within 30 days prior to your arrival date, a refund of the Total Booking Fee may be given if we can re let the Premises. If the Premises are re let, at our sole discretion, the Total Booking Fee less a fee of no more than 12% of one week's rent for the Premises may be refunded to you.
- c) If the Total Booking Fee has not been paid three (3) weeks before your arrival date we may, after giving you two (2) days notice, terminate the booking and seek to relet the Premises. If your booking is terminated under this clause, you will be automatically charged a service fee equivalent to 12% of one week's rent for the Premises and the remainder of your payments to date will be refunded to you.
- d) No refund will be given for early departure.
- e) Refunds cannot be made for bookings cancelled due to inclement weather or illness. We recommend that you take out comprehensive travel insurance to protect you in this regard.
- f) If the Premises becomes unavailable for occupancy for any reason (i.e. damage to the Premises, carrying out emergency repairs, sale of the Premises, the termination of our appointment to act as Agent for the Premises), we will endeavour to find suitable alternative arrangements for your stay. If satisfactory alternative arrangements cannot be made, we will refund monies paid for the whole or part of the booking not fulfilled.

4. CONDITIONS OF OCCUPANCY

- a) To maintain a good standard for guests, certain conditions need to be complied with when staying at the Premises. We appreciate that most guests will respect the respective property, but the occasional abuse and the need to draw your attention to safety requirements requires the following conditions to be stated clearly:
 - i. You must not use the Premises for any unlawful purpose.
 - ii. You must not smoke on the Premises nor anywhere within the Resort.
 - iii. Barbecues or the cooking of food is not permitted on the balcony of the Premises.
 - iv. For your safety, if there is one or more balcony on the Premises please ensure that you, your guests and your invitees observe the following rules:
 - a. A maximum of 6 people are allowed on a balcony at any one time;
 - b. Do not climb, sit on, push or use strong force against the railings;

- c. Avoid any behaviour which may cause damage to the Premises, the balcony or its safety features;
 - d. Avoid any behaviour that may cause a person to injure themselves or fall from the balcony;
 - e. Do not go out on the balcony if you are under the influence of alcohol or drugs;
 - f. Ensure that all windows and balcony doors are locked before you leave the Premises;
 - v. If children or persons of concern will be visiting or staying at the Premises, ensure that they are supervised at all times when using the balcony. At all other times, we highly recommend that you lock the door/s providing access to the balcony using the security lock which has been installed at a height of at least 1500mm.
 - vi. Parties and functions are strictly prohibited on the Premises. The Total Booking Fee charged is for private domestic holiday use only. Accordingly this rate does not allow for the extra costs associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Failure to comply with this condition may be considered a serious breach of this agreement resulting in your eviction, the loss of your Bond and/or other monies paid by you.
 - vii. No glasses or glass products are allowed in the pool area.
 - viii. Please ensure that children and persons of concern are supervised in the pool area and when using the pool.
 - ix. Disturbance to neighbours, including excessive noise, is strictly prohibited. Please note you are in a residential area and regard must be paid to the quiet enjoyment of neighbouring properties.
 - x. Guests must only park their cars in the designated areas. This information will be provided to you upon your request by us or at the time of check in and is subject to change.
 - xi. Only the number of people shown on the receipt/ confirmation email may stay at the Premises overnight. The number of your guests should not exceed the number stated on the confirmation email notice unless subsequently agreed in writing or email by us.
 - xii. Animals or pets are strictly prohibited on the premises.
 - xiii. Neither the owner of the Premises nor the Agent takes any responsibility for the loss or theft of your personal property or any bodily injury on or at the Premises.
 - xiv. You will be held responsible for any damage, breakages, theft or loss of any property on or in the Premises during your stay (including keys). If any property is affected in this manner, you will be responsible for all related costs for the repair or replacement of the affected property. You authorise us to deduct these costs from your Bond and if further required, charge your credit card accordingly.
- b) We reserve the right to enter the Premises at any time for any reason.
- c) You must comply with all reasonable directions provided by the Agent, Owner or representative of the Body Corporate.

5. SPECIFIC RULES RELATING TO YOUR STAY IN THE PREMISES

- a) While you are staying in the Premises, you, your guests and your invitees must comply with the by-laws, house rules and any reasonable directions provided by members of the body corporate committee or building manager for the scheme.
- b) The rules provided above under the heading of 'Conditions of Occupancy' and the definition of the 'Premises' extend to the common property of the scheme.

- c) The properties listed on this web site are independently operated and managed. They are not managed by or associated with the resident building (on-site resort) manager ('Building Manager'). The Building Manager has no responsibility for the Premises, and is not responsible for your booking or stay. This includes issues relating to check-in, check-out, cleaning, maintenance and parking. For any such issues, please contact us at 0418 658 694 or 0409 446 614.

6. EXTRA FEES AND CHARGES WHICH MAY APPLY TO YOU

- a) We reserve the right to charge you a Bond at the time of making your booking or take a copy of your valid credit card details. You will be notified if this is required. The Bond will be refunded to you once an inspection of the Premises is carried out after you check out, less the cost of any fees and charges.
- b) If you provided us with your credit card details, you provide your consent for us to deduct your credit card of any fees or charges stipulated in this agreement.
- c) If a security guard is called out by any person following a noise complaint during your stay at the Premises a \$150 call out fee will be payable by you. A second complaint will cause eviction with no refund of monies paid by you.
- d) Fees will apply if more guests than the amount stipulated on the confirmation email of your booking stay at the premises without our prior written consent.
- e) You must pay all associated costs for the repair or replacement of damaged, lost or stolen property on or at the Premises.
- f) We reserve the right to charge you a special cleaning fee to cover the reasonable cost of additional cleaning of the Premises that is required as a result of your occupancy.
- g) The Premises must be left in a similar state to its condition on arrival. Failure to leave the Premises in a satisfactory manner may result in you incurring extra charges.

7. COMPLIANCE

- a) The Owner of each of the properties listed on this website has appointed the Agent, [(Trading as GCHR.com.au BN 21271562) ABN 22 618 705 680], to manage the property on their behalf and receive the rental money into a statutory trust bank account. The law in Queensland requires real estate agents to bank monies received from all real estate transactions into a trust account that is subject to regular audits. This ensures that your deposit and rental money is protected.
- b) This is done independently from booking providers/ wholesalers, who provide marketing and promotional services on other websites in respect of these properties.

8. INTERPRETATION

- a) The term "common property" applies to the entire area governed by the body corporate of Palm Springs Resort.
- b) The term "Persons of concern" means any person with special needs.
- c) 'Apartment' means any lot in a community titles scheme for the purposes of the Body Corporate and Community Management Act 1997 in which you have agreed to stay through this website.
- d) 'House' means any dwelling that is not an Apartment that you have agreed to stay at through this website.
- e) 'Premises' means the property listed on this website where you have agreed to stay and includes a House or Apartment.
- f) 'Total Booking Fee' means the total rate or amount payable for the full period of your stay including the basic tariff plus if levied fees for the supply of rollaway beds and administration.

Information for guests:
Apartment 102, Palm Springs Residences, 1 Twenty First Avenue, Palm Beach QLD 4221

- g) 'Agent' means Tony Boulden a fully licensed real estate agent in Queensland (LN 321 9610) and New South Wales who is accredited by the REIQ (Real Estate Institute of Queensland #61257)
- h) All dollar amounts on this website are expressed in Australian dollars (AUD\$) only.

RESERVE NOW FOR NEXT YEAR?

Bookings can be heavy during peak holiday seasons with many units booked out one or more years ahead. If you have enjoyed your holiday and want to return again, why not reserve a booking for your next holiday straight away and avoid disappointment? Call us on 0418 658 694 before you leave to enquire future availability.

School terms for 2010 and 2011

Note these are indicative only and as circumstances can change for areas and individual schools, you are advised to check further for definitive guidance.

School terms 2010

State	Term 1	Term 2	Term 3	Term 4
Australian Capital Territory (ACT)	Thursday 28 January to Friday 9 April	Tuesday 27 April to Friday 2 July	Monday 19 July to Friday 24 September	Monday 11 October to Friday 17 December
New South Wales (NSW)	Wednesday, 27 January to Thursday 01 April	Monday, 19 April to Friday 02 July	Monday, 19 July to Friday 24 September	Monday, 11 October to Friday 17 December
Northern Territory (NT)	Monday 25 January to Thursday 1 April	Monday 12 April to Friday 18 June	Monday 19 July to Friday 24 September	Monday 4 October to Friday 10 December
Queensland (QLD)	Wednesday 27 January 2010 to Thursday 1 April	Monday 12 April to Friday 25 June	Monday 12 July to Friday 17 September	Monday 4 October to Friday 10 December
South Australia (SA)	Wednesday 27 January to Thursday 1 April	Monday 19 April to Friday 2 July	Monday 19 July to Friday 24 September	Monday 11 October to Friday 10 December
Tasmania (TAS)	Not Available to Friday 28 May	Tuesday 15 June to Friday 3 September	Monday 20 September to December	-
Victoria (VIC)	Monday 1 February to Friday 26 March	Monday 12 April to Friday 25 June	Monday 12 July to Friday 17 September	October to Friday 17 December
Western Australia (WA)	Monday 1 February to Thursday 1 April	Monday 19 April to Friday 2 July	Monday 19 July to Friday 24 September	Monday 11 October to Thursday 16 December

School terms 2011

State	Term 1	Term 2	Term 3	Term 4
Australian Capital Territory (ACT)	Friday 4 February to Friday 15 April	Monday 2 May to Friday 8 July	Monday 25 July to Friday 30 September	Monday 17 October to Wednesday 21 December
New South Wales (NSW)				
Northern Territory (NT)	Monday 24 January to Friday 1 April	Monday 11 April to Friday 24 June	Monday 25 July to Friday 30 September	Monday 10 October to Friday 16 December
Queensland (QLD)	Monday 24 January to Friday 15 April	Tuesday 26 April to Friday 24 June	Monday 11 July to Friday 16 September	Monday 3 October to Friday 9 December
South Australia (SA)	Monday 31 January to Friday 15 April	Monday 2 May to Friday 8 July	Monday 25 July to Friday 30 September	Monday 17 October to Friday 16 December
Tasmania (TAS)	Tuesday 14 February to Friday 3 June	Monday 29 June to Friday 2 September	Monday 19 September to Wednesday 21 December	-
Victoria (VIC)	1 February to 8 April	26 April to 1 July	18 July to 23 September	10 October to 22 December
Western Australia (WA)	Wednesday 2 February to Thursday 21 April	Monday 9 May to Friday 8 July	Monday 25 July to Friday 30 September	Monday 17 October to Thursday 15 December

Public holidays for 2010 and 2011

2010

January – March

Friday 1 January	New Year's Day
Tuesday 26 January	Australia Day
Monday 1 March	Labour Day (WA)
Monday 8 March	Canberra Day (ACT), Adelaide Cup Day (SA), Eight Hours Day (TAS), Labour Day (VIC)

April – June

Friday 2 April	Good Friday
Saturday 3 April	Easter Saturday
Monday 5 April	Easter Monday
Tuesday 6 April	Easter Tuesday (TAS)
Monday 26 April	Anzac Day
Monday 3 May	May Day (NT), Labour Day (QLD)
Monday 7 June	Foundation Day (WA)
Monday 14 June	Queen's Birthday (All except WA)

July – September

Monday 2 August	Bank Holiday (NSW financial institutions), Picnic Day (NT)
Wednesday 11 August	Royal Queensland Show Day (Brisbane metro)
Monday 27 September	Queen's Birthday (WA)

October – December

Monday 4 October	Labour Day (ACT, NSW, SA)
Tuesday 2 November	Melbourne Cup Day (metro area)
Saturday 25 December	Christmas Day (NSW)
Monday 27 December	Christmas Day (All except NSW) * / Boxing Day (NSW)
Tuesday 28 December	Boxing Day (All except NSW) Proclamation Day (SA)

2011

January – March

Monday 3 January	New Year's Day
Wednesday 26 January	Australia Day
Monday 7 March	Labour Day (WA)
Monday 14 March	Canberra Day (ACT), Adelaide Cup Day (SA), Eight Hours Day (TAS), Labour Day (VIC)

Information for guests:
Apartment 102, Palm Springs Residences, 1 Twenty First Avenue, Palm Beach QLD 4221

April – June

Friday 22 April	Good Friday
Saturday 23 April	Easter Saturday
Monday 25 April	Easter Monday
Tuesday 6 April	Easter Tuesday (TAS)
Tuesday 26 April	Anzac Day
Monday 2 May	May Day (NT), Labour Day (QLD)
Monday 6 June	Foundation Day (WA)
Monday 13 June	Queen's Birthday (All except WA)

July – September

Monday 1 August	Bank Holiday (NSW financial institutions), Picnic Day (NT)
Wednesday 17 August	Royal Queensland Show Day (Brisbane metro)
Monday 26 September	Queen's Birthday (WA)

October – December

Monday 3 October	Labour Day (ACT, NSW, SA)
Tuesday 1 November	Melbourne Cup Day (metro area)
Monday 26 December	Christmas Day
Tuesday 27 December	Boxing Day (All except SA) Proclamation Day (SA)

Disclaimer

Above information was obtained from Australian government websites and was correct at the time of publication. However, we cannot warrant the accuracy of the information and you are advised to check details at <http://australia.gov.au/topics/australian-facts-and-figures/school-term-dates> (for school information) or <http://australia.gov.au/topics/australian-facts-and-figures/public-holidays> (for gazetted public holidays). State government education websites also offer information.