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## The Moroccan Resort | Information for Guests

6 View Avenue, Surfers Paradise, Qld 4217 | Apartment 244 in the View Tower

We are delighted that you have chosen to stay at the Moroccan Resort during your visit to the Gold Coast, 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.

For your convenience, we have prepared this information compendium to assist you with access to the amenities within your chosen apartment. Please take a moment to familiarise yourself with its contents and at the end of your stay, please leave it in the apartment for the next guest.

Rising against the Surfers skyline in a fabulous forest of turrets and domes, the magnificent Moroccan Resort offers style and sophistication in accommodation that epitomizes luxury. With breathtaking views over the Gold Coast's beautiful Surfers Paradise beaches and pristine waters, this prime holiday location is second to none.

This Mediterranean style complex is located right in the heart of Surfers Paradise and is central to everything Surfers Paradise has to offer. The Moroccan Resort offers the pleasure of exclusive resort style facilities nestled within a secure oasis of tropical landscapes on the beachfront, right opposite the fabulous golden sands of Surfers Paradise patrolled beach. Your holiday apartment is fully self-contained, sleeps up to 8 people in 3 bedrooms, is air-conditioned for your comfort and has spectacular ocean views.

Restaurants, bars and shops are all on your doorstep, and the ambience of Cavill Avenue is just a short stroll away. This has made The Moroccan Resort popular with families and couples from Australia and overseas alike.

Everywhere you look there is an engaging sense of calm, space, elegance and intimacy. The Moroccan Resort embraces the casual charm of life by the ocean, breathtaking vistas over golden beaches and rolling surf, and the atmosphere of the Surfers Paradise chic style and sophistication.

From all of us, have a wonderful stay.

Tony Boulden (0418 658 694)  
Gold Coast Holiday Rentals  
[www.gchr.com.au](http://www.gchr.com.au)

### Important phone numbers

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



The Moroccan View Towers

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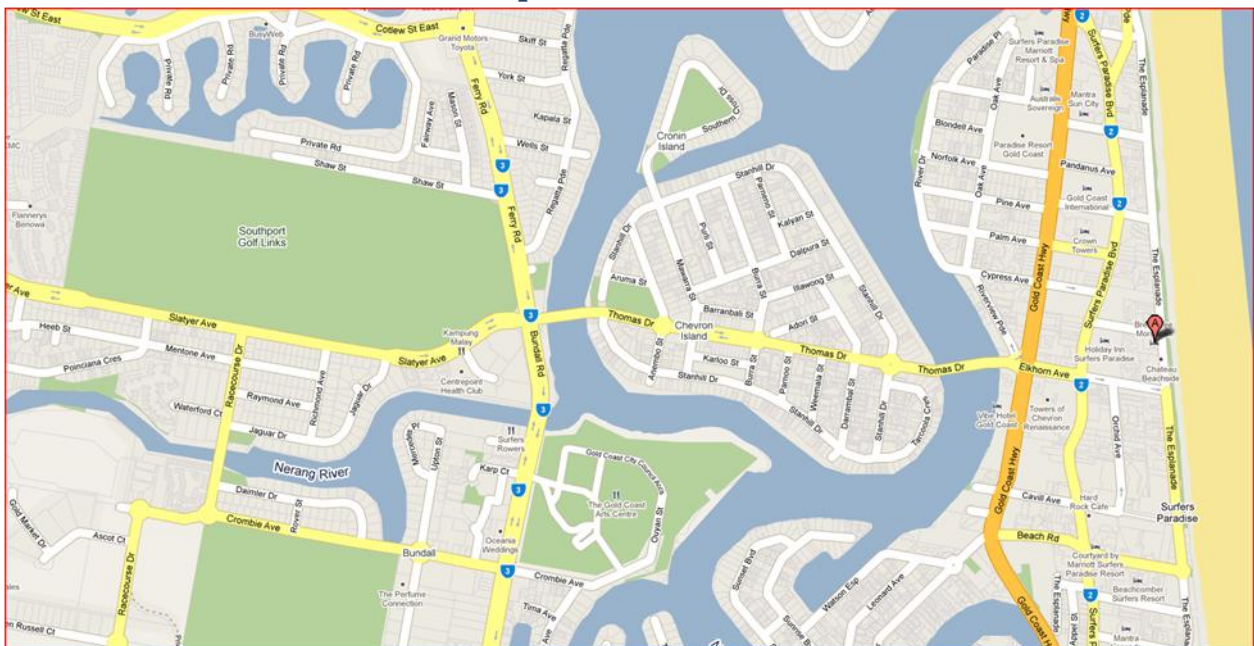
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You can also check us out on Flickr, Facebook and Twitter.



### Location Map of the Moroccan Resort



## General Information for Guests

### The Resort

Congratulations! You have chosen to stay at one of the premier resorts on the Australian Gold Coast. Your holiday apartment is right in the centre of Surfers Paradise, Australia's premier international holiday destination and every amenity is at your doorstep – from world-class beaches to world-class shopping. You can also experience a wide range of fine dining opportunities that will make your holiday truly memorable.

All guests have access to the fantastic resort facilities within the secure complex. Features include:

- Central Surfers Paradise location close to shops, restaurants, beach and nightlife
- Patrolled beach only 50 metres from the resort
- Free and secure underground parking.
- Pools – one indoor (heated); two outdoor, (heated in winter)
- Gymnasium and sauna
- Spa – Two outdoor, one indoor (heated)
- Tour desk
- Games room
- Barbeque

The Moroccan Resort boasts three magnificent pools, one indoor (heated) and two outdoors under the Gold Coast sun. The outdoor pools are also heated in winter.

The resort also features two outdoor heated spas as well as an indoor spa. There are covered outdoor barbeque and entertainment areas that are perfect for relaxing whilst you take in the Gold Coast scenery on your perfect holiday.

Children are not forgotten at the Moroccan. There is indoor games room that is sure to amuse the kids. The resort seeks to bring a balance of traditional style and modern comforts to meet the needs of each and every guest.

You have chosen the ideal destination for your family holiday.



Relax among the spacious gardens of your complex

### Apartment Facilities

Elegance and style are reflected in every feature of this modern 3 bedroom apartment.

It offers state-of-the-art luxurious living, spacious balconies with superb views over the Esplanade, the golden Surfers Paradise beach and the Pacific Ocean's rolling surf. (Watching the glorious sunrise from the balcony is a truly unforgettable experience.)

Elegantly furnished and self contained, the apartment can sleep up to 8 people. All linen items are supplied (sheets, blankets, towels).

The apartment is air-conditioned and is fitted with a sprinkler system and smoke detectors. For your safety, internal chain locks are fitted to the front door and all balcony sliding doors.

Being situated in a gated security complex, it has private security lift to for sole use of residents, security intercom access and free under cover parking for 1 vehicle(s).

This apartment is configured as follows:

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Apartment	: 244
Tower	: View
Ocean views	: Yes
Sleeps	: 8 (including fold-away beds if ordered)
Bedroom 1	: Queen bed
Bedroom 2	: Queen bed
Bedroom 3	: 2 single beds
Fold-away beds (on request)	: 2
Bathrooms	: 2.5
Air-conditioning	: Yes
Parking space	: 18 on the basement level

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Apartment facilities consist of the following:

- **Lounge and dining:** Contains lounge suite, dining table and four chairs, TV and Cable TV (free of charge), DVD player and sound system. The lounge room has floor to ceiling glass doors that open onto terrace balconies overlooking the beach.
- **Kitchen:** Fully equipped gourmet granite designer kitchen with stainless steel sink, electric cook top, wall oven, range hood, refrigerator, dishwasher and microwave.
- **Main bathroom:** Hand basin, bathtub and shower.
- **Powder room:** Toilet and hand basin.
- **Laundry:** Full laundry facilities with washer, dryer, vacuum cleaner and iron.

The award winning Chevron Renaissance shopping precinct, just a short stroll from the resort, offers a select mix of cosmopolitan cafes & restaurants, fashion boutiques and specialty stores along pristine, palm-lined boulevards.

## Air Conditioning

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)

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

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## Airport and Transfers

Gold Coast International Airport at Coolangatta is only 20 km (around 45 mins) away. Car hire is available at the airport or you can book a car through our website (see Car Hire, page 7). Alternatively you can use a commuter bus or local taxi service. Brisbane airport is 87 km to the north. There is a direct rail service between Brisbane airport and Helensvale station which is 20 minutes away from Surfers Paradise.

## 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 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 Surfers Paradise precinct. Most convenience stores and service stations as well as supermarkets offer "cash out" facilities.

## Banking

All major banks are located within walking distance from your unit. The Commonwealth Bank, Westpac and NAB can be found near the intersection of Cavill Avenue and Surfers Paradise Boulevard. 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 adjacent to the outdoor pool area for your use. Please ensure that you turn the power off after using and leave the barbeque in a clean condition.

- **Barbecues or other cooking on the balcony of your apartment is prohibited.**

## Bath Towels

Please note that towels are not replaced daily.

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



The famous Gold Coast beaches are right at your doorstep

## Business Facilities

Fax, photocopying services are available from the local Australia Post office. The nearest location is at Shop 165, 2–10 Cavill Ave, C

## Car hire

You can reserve a car through the GCHR 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.

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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

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

## Car Parking

Your FOB key will give you access into and out of the car parks in the basement and ground floor of the building. Please note that the FOB key is required to operate the lift to your apartment.

Please use the allocated parking bay only (Parking bay 18 in the basement of your tower). Limited visitor parking is situated throughout the resort in unmarked spaces.

In the event that an unauthorised vehicle has occupied the reserved car space for this apartment please park in any unreserved 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.



Look for the parking signs.  
Unmarked spaces can be used for visitor parking

## 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 midnight) is located at 3221 Gold Coast Highway, Surfers Paradise.

## Children

For the protection of young children, the front door and all balcony doors are fitted with security chain locks at least 1500 mm high. 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 Surfers Paradise. The nearest cinemas are at Pacific Fair or Robina Town Centre to the north or at Coolangatta (south). Movies are also shown at the Gold Coast Arts Centre located at 135 Bundall Rd, Surfers Paradise (Tel: (07)5588 4000).

## 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 \$150. 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 and toilet supplies for your convenience.

These items are not replenished during your stay. Supermarkets and convenience stores are located nearby. A Coles supermarket is located in the Chevron Renaissance centre.

## Damage to Apartment and Property (Breakages)

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.

## Doctors

Chevron Renaissance Medical Centre

Ground floor Chevron Renaissance

Hours 7.30am to 5pm Monday to Friday 07 5561 0340,  
0411 104 456 for home visits 24 hours 7 days a week

Gold Coast Medical Clinic

Shop 135 Paradise Centre Surfers Paradise

Hours 7.30am to 8pm 7 days 07 5592 3999 or 5538 8099

Nearest major public hospitals include:

Gold Coast Hospital: +61 7 5571 8211

Tweed Heads Hospital: +61 7 5536 1133



Beaches, restaurants and world-class shopping  
are all at your doorstep

## 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 apartments are in operation.

## Emergencies and repairs

For emergency service to your apartment or repairs please call Barry on 0430 341 795.

The emergency number in Australia for fire, police or ambulance is 000.

## Fire Alarm and procedures

Guests are requested not to burn incense or other aromatic substances within the apartment 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.

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.

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.



The resort comes with a well equipped gymnasium

## Games Room and Gymnasium

The games room and gymnasium are both adjacent to the indoor pool area. A variety of electronic games, pool, etc are available for your use.

## Garbage

The garbage chute is located in the foyer. 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 on the landing below the chute for collection.

## Intercom

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

To allow a visitor access press the “key circle” symbol which should open the glass doors and provide access in the lift to your level.

## 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. Internet cafés are available for your use in Surfers Paradise CBD.

## Inventory

A 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)

One FOB set was sent to you prior to arrival together with your arrival guide. A second set is waiting for you in the 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 silver key unlock the front door to the apartment.

- 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 Andrew on 0409 446 614 as soon as possible.
- Details of a valid credit card representing a “bond” will be taken upon arrival.
- Please leave both key sets in the apartment on your departure.

## 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 any of the balconies is not permitted. It is advisable to leave the laundry window open whilst using the dryer to avoid activating the fire alarm.

## Location

Your apartment is right within the heart of Surfers Paradise. World class shopping, dining and beaches are on your doorstep. See location map on page 3 for further details.

## Management

Your holiday apartment is managed independently from the resident on-site manager and staff. The Building Manager has no responsibility for the Premises, and is not responsible for your booking or stay, including issues relating to check-in, check-out, cleaning, maintenance and parking. For any such issues, please contact us.

## Miscellaneous Cleaning and Laundry Items

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

## Places of Worship

This is not an exhaustive list but provides locations of some of the more popular places of worship. Some of the major shopping centres also offer prayer rooms.

### Anglican Church of Australia

73 Salerno Street, Surfers Paradise Tel: (07) 5592 1543 or

89 Nerang Street, Southport Tel: (07) 5532 8978

### Gold Coast Hebrew Congregation

34 Hamilton Ave, Surfers Paradise, Tel: (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

132 Allied Drive, Arundel, Tel: (07) 5530 5758

### Roman Catholic Church

Hamilton Avenue, Surfers Paradise, Tel: (07) 5572 5433

### Uniting Church

## Police

For non-emergency or general enquiries please call Surfers Paradise Police station at 68 Ferny Avenue Surfers Paradise on (07) 5570 7888.

## Refunds

Please see Section 3 of the attached Terms and Conditions (page 16) for details of refund policy. Sauna and spa  
The sauna and spa are located in the indoor pavilion and can be accessed by using the security FOB key.

## Security

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 for your security and will not be held liable for any loss or damage to your possessions in or around the resort.

To reduce the temptation for intruders, 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 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; this includes such items as GPS navigators
- When leaving your car, ensure all doors are locked and windows wound up.

Various security cameras are located around the complex, and movements are constantly monitored and recorded. This is for your added safety and protection.

## Shopping

At the Moroccan resort, the best shopping on the Gold Coast is right at your doorstep. You are just a block away from Surfers Paradise Boulevard, Elkhorn, Cavill and Orchid Avenues. Here you will find shops and restaurants catering to all tastes and budgets.

## Swimming pools

The outdoor pool is located at the rear of the property. The indoor heated pool and spa are located in the indoor pool pavilion. No glass is permitted in the pool or spa areas. Food and drink should not be consumed while using the pools, spa or sauna.



The best of Gold Coast shopping is at your doorstep

## 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 while 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.

The Surfers Paradise Surf Life Saving Clubhouse is located 600 metres south of View Avenue on the Esplanade.

## 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.

## Tour desk

A comprehensive booking service for all tourist attractions is available through the Reception and the staff will be able to assist with bookings and other information.

## 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 and the Sunshine Coast.

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

Coast bus services operate as far south as Pottsville and Murwillumbah (NSW) and as far north as Beenleigh. Schedules may be infrequent and you are advised to check bus times prior to travel.

- For bus information call TransLink on 13 12 30
- TransLink website: [www.translink.com.au](http://www.translink.com.au)
- Surfside Buslines: [www.surfside.com.au](http://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>.



The outdoor pool complex at the Moroccan

## Travel Insurance

Travel insurance is advisable to ensure that you are adequately protected. This insurance generally covers you for:

- Financial loss caused by the involuntary cancellation of your holiday, including airfares and loss of deposit.
- Damage to or loss of personal belongings.
- Medical expenses.

It is recommended that you consult your insurance broker or travel agent regarding the type of travel insurance cover suitable for your needs.

## 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

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The entertainment precinct is just a short walk away

## Terms and Conditions of Rental

We only accept bookings on the Terms and Conditions outlined in this document.

The following Terms and Conditions will apply to your stay at any property managed by Gold Coast Holiday Rentals (GCHR).

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](http://www.gchr.com.au).

In case of any variation of booking conditions between us and an independent third party booking provider or wholesaler, the terms posted on the Website [www.gchr.com.au](http://www.gchr.com.au) will apply.

These Terms and Conditions were last updated on 19<sup>th</sup> October 2010.

### 1. GENERAL RULES

#### a) Guest Responsibility

- i. It is your responsibility to have read and understood the Terms and Conditions before making a booking and paying a deposit.
- ii. We reserve the right to change all or part of these 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, and we both agree to negotiate reasonably to produce an outcome acceptable to both parties.
- iii. 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.
- iv. A breach of these Terms and Conditions may result in, but is not limited to, you being evicted from the Premises, losing your Bond (if any) and/ or other monies paid (or owed) by you.
- v. 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.
- vi. By paying the deposit you agree to enter into an agreement to rent the Premises from us in accordance with these Terms and Conditions.
- vii. If the Premises are damaged due to accidental, negligence or wilful act of the guest or the guests invitees the Premises will be repaired by us at the cost of the guest.
- viii. Use of the Premises for any event or other than as residential Premises will result in the immediate termination of the booking for the Premises, removal of the guest(s) and other occupants from the Premises and other costs or expenses (including a function/extra cleaning fee of \$2,000) being charged to the guests credit card, if insufficient funds are available, the debt will be passed onto a debt collecting company or the courts for the debt plus recovery costs.

#### b) Guests must:-

- i. maintain noise at a reasonable level and, in particular, between 10pm and 8am.
- ii. comply with parking regulations and show consideration to neighbours and other vehicles.
- iii. dispose of garbage and recycling in accordance with the usual practice at the property and in the allocated bins. Guests must not leave excess rubbish in common or public areas.
- iv. notify the Agent of any complaints as soon as is practicable.
- v. minimise their impact upon the residential amenity of the neighbours and local community.
- vi. be responsible for their visitors.
- vii. respect the residential amenities of the property and neighbours.

- viii. maintain the security of the Premises.
- ix. abide by any noise abatement order issued by police or any regulatory authority.
- x. refrain from engaging in any drunken, obscene or antisocial behaviour.

**c) Information about Premises**

- i. While GCHR makes every effort to ensure that this information is current and kept up to date, this information may change without notice. 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.
- ii. Photographs on the GCHR 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. Neither GCHR nor the owner of the Premises accept responsibility for personal perceptions. Nor do we take any responsibility for any errors or omissions contained on the Website.
- iii. All properties under management are privately owned and are rented on a fully self-contained basis. In the event of faults and/or malfunctions of appliances or inclusions, there is no obligation from the owner or Agent to compensate or discount. We will accept no responsibility for any inconvenience with machinery breakdown. The agent's best endeavours to repair, replace or hire an alternative will be undertaken.

**2. BOOKING CONDITIONS**

**a) Tariffs and Fees**

- i. Tariffs/ Prices listed on our Website are a nightly rate based upon a minimum stay of three (3) nights and are a guide only. Tariffs, 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 via email, SMS or letter.
- ii. Surcharges will apply to one and two night stays.
- iii. 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.
- iv. An additional non refundable fee of \$16.50 will apply when the payment of the deposit is processed for bookings of less than 7 days duration.
- v. Where a barbeque (BBQ) is provided at the Premises an additional cleaning fee of \$55.00 will apply
- vi. If a credit card transaction is declined for any reason, at our sole discretion a \$22 re processing fee may be imposed.

**b) Payment and Deposits(s)**

- i. We accept payment either by credit card (Visa or Mastercard only – no debit cards) or Electronic Funds Transfer. Please contact us if you would like to pay by Electronic Funds Transfer.
- ii. 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.
- iii. The balance of the Total Booking Fee must be paid at least one (1) month prior to your arrival date. We will endeavour to send you a courtesy reminder five (5) weeks before your arrival date, but the responsibility to make the payment rests with you.
- iv. For bookings made within one (1) month prior to your arrival date, full payment is required at the time of booking.
- v. No matter what the circumstances, the Total Booking Fee must be paid by you no later than four (4) weeks before your arrival date.

### 3. REFUNDS AND TERMINATING YOUR BOOKING

#### a) Termination by guest

- i. If you terminate your booking within three (3) 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 cancellation fee of \$110.
- ii. Otherwise, if you terminate your booking for any reason, a refund of the total booking fee may be given if we can re let the Premises. If the Premises is 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.
- iii. If the Total Booking Fee has not been paid four (4) weeks before your arrival date we may terminate the booking without notice to you 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 any additional costs that we have incurred by your failure to pay the Total Booking Fee, the remainder of your payments to date may be refunded to you.
- iv. Any refund is at our sole discretion and we are not obliged to provide one.
- v. No refund will be given for early departure.
- vi. 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.

#### b) Termination by Agent

- i. If the Premises becomes unavailable for occupancy before or during your stay for any reason (i.e. damage to the Premises, carrying out emergency repairs, sale of the Premises by the owner, the termination of our appointment to act as Agent for the Premises or any other eventually), 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.
- ii. 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.

### 4. CONDITIONS OF OCCUPANCY

#### a) Check-in and Check-Out

- i. Check in time is from 2.00pm onwards. We do not maintain an office at the property. We will be in contact with you to advise check in arrangements approx 4-6 days prior to your arrival. All queries in regards to check in arrangements should be directed to Andrew Henderson at [ahenderson@gchr.com.au](mailto:ahenderson@gchr.com.au) or 0409 446 614
- ii. You must check out before 10.00am on your check out day. Extra charges will apply if you are late in checking out.

#### b) Use of Premises

- i. 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 relevant property, but the occasional abuse and the need to draw your attention to safety requirements requires the following conditions to be stated clearly:
  - a. The Premises must be left in a similar state to the condition on arrival. Failure to leave the Premises in a satisfactory manner will result in you incurring extra charges. You authorise us to charge you for the additional costs we incur to clean the Premises on your departure.
  - b. Only the number of people shown on the confirmation email may stay at the Premises overnight. The number of your guests at any time should not exceed the number stated on the confirmation email notice unless subsequently agreed in writing or email by us.
  - c. You must not use the Premises for any unlawful purpose.
  - d. You must not smoke on the Premises.

- e. Animals or pets are strictly prohibited on the Premises unless prior arrangements are confirmed in writing by us.
  - f. Parties and other 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.
  - g. 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.
  - h. You must comply with all reasonable directions provided by us.
- ii. We reserve the right to enter the Premises at any time for any reason to ensure the compliance with these Terms and Conditions.

**c) Breach of Conditions of Occupancy**

- i. A failure to comply with any of the above Conditions may be considered a serious breach of this agreement resulting in your eviction, the loss of your bond (if any) and/ or monies paid (or owed) by you.

**d) Balconies**

- i. For your safety, if there is one or more balconies on the Premises please ensure that you, your guests and your invitees observe the following rules:
  - a. A maximum of six (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 another person, themselves or cause someone or something to 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.
- ii. 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.
- iii. 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.

**e) Pool Area**

- i. You, your guests must not use glass or glass products in the pool area.
- ii. Please ensure that children and persons of concern are supervised in the pool area and when using the pool.

**f) Parking**

- i. Guests must only park their cars in the designated areas and clear of driveways.
- ii. You will be informed of the designated areas upon your request by us or at the time of check in and is subject to change. Do not park on grass areas. We cannot be held responsible for any fines imposed for non observance of these rules.

**g) Loss, damage or injury**

- i. 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 (if any), monies paid (or owed) by you and if further required, charge your credit card accordingly.

- ii. Neither GCHR nor the owner of the Premises takes any responsibility for the loss or theft of your personal property nor any bodily injury on or at the Premises.

**h) Parties and other entertaining**

- i. We have a zero policy on parties being held in the Premises. A party being defined as:
  - a. Any situation where the maximum number of guests allowed per Premises is exceeded;
  - b. Any situation where the noise level from the Premises is deemed too high thereby disturbing other guests and/or residents;
  - c. Any situation whereby excessive traffic to and from the Premises is identified;
  - d. Any situation where it is deemed that intoxication is occurring;
  - e. Any situation where it is identified that excessive alcohol is present.
- ii. If any Premises is identified as having a party, we reserve the right to immediately request all occupants of the Premises to vacate the Premises and terminate the stay. In such a situation, the Total Booking Fee will be forfeited. In addition any expense resulting from additional cleaning, replacement of any furniture/fixture/breakage, including lost keys as well as any repairs will be deducted from the bond or charged to your credit card.

**i) Alcohol**

- i. We do not allow excessive levels of alcohol to be brought in to the Premises. Excessive amounts of alcohol being defined as:
  - a. Cases/slabs/cartons of beer, pre mixed drinks etc.;
  - b. Multiple bottles/cases of spirits/wine.
- ii. If a registered guest or any persons associated with that guest, is identified as bringing excessive amounts of alcohol to the Premises that person will be requested to either relinquish the alcohol to us (or our appointed security provider) which will be stored in safekeeping for their retrieval on departure, or alternatively for the alcohol to be permanently removed from the Premises. If at any stage, should a person be deemed in breach of this policy and refuse to abide by the requests, then that person will be requested to leave the Premises.

**j) Additional actions that may result in eviction**

- i. We, or our appointed reserve the right to immediately evict any guest, visitor or member of the public for the following (but not limited to) reasons:-
  - a. Intoxication and/or unsavoury/lewd behaviour;
  - b. Throwing objects off any balcony or Premises;
  - c. Spitting or vomiting over the balconies;
  - d. Wilful damage to the Premises or to surrounding property;
  - e. Physical or verbal abuse/assault of our staff, other guests, residents, members of the public on or around the Premises;
  - f. Any behaviour deemed as a potential safety threat to others;
  - g. Any breach of these Terms and Conditions including alcohol or party policy;
  - h. Any incident for which the police are required to attend.

**k) Smoke Alarms**

- i. Apartment accommodation is equipped with back to base smoke alarms, accidental setting off of these smoke alarms may result in the fire brigade attending, if the fire brigade attends a false alarm this will result in a fine from the fire department, these fines are expensive and are passed onto the guest.

## 5. SPECIFIC RULES RELATING TO YOUR STAY AT AN APARTMENT

- i. If you are staying in an Apartment, 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's committee or building manager for the scheme.
- ii. 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.
- iii. The properties listed on the GCHR Website are independently operated and managed. They are neither managed by nor 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, including 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 AS A RESULT OF YOUR OCCUPANCY.

- i. In addition to the tariffs and fees listed above and paid in full before you enter the Premises, additional fees and charges may be levied as outlined below:-
  - a. We reserve the right to charge you a bond at the time of making your booking or a credit card authorisation ("Pre-auth") at time of check in. The bond or pre-auth may be used to cover incidental items such as (but not limited to) consumables, breakages, extra cleaning charges or damage incurred during your stay. 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 incidental items, fees and charges. Current bond and pre-auth amounts are \$500 for Apartments and \$1,000 for Houses. These amounts are subject to change. You will be notified if this is required;
  - b. The pre-authorized amount is set aside by the credit card company for a period of up to 10 days. The pre-authorization will affect your available funds balance or spending limit. For more information on this practice we suggest the cardholder contact their card issuer. Once a pre-authorization has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. This is a merchant process and cannot be changed;
  - c. If you provided us with your credit card details, you provide your consent for us to deduct from your credit card any additional fees or charges stipulated in this agreement;
  - d. Where credit card details are not available a cash deposit equal to the tariff for one (1) nights' accommodation may be required;
  - e. If a security guard is called out by any person following a noise complaint during your stay at the Premises a \$165 call out fee will be payable by you. A second complaint will cause eviction with no refund of monies paid by you;
  - f. Fees will apply if more guests then the amount stipulated on the confirmation email of your booking stay at the Premises without our prior written consent;
  - g. You must pay all associated costs for the repair or replacement of damaged, lost or stolen property on or at the Premises;
  - h. 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.

## 7. COMPLIANCE

- i. The Owner of each of the properties listed on the 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.

- ii. This is done independently from booking providers/ wholesalers, who provide marketing and promotional services on other Websites in respect of these properties.

## 8. INTERPRETATION

- i. '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.
- ii. 'House' means any dwelling that is not an Apartment that you have agreed to stay at through this Website.
- iii. 'Premises' means the property listed on this Website where you have agreed to stay and includes a house or apartment.
- iv. '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, BBQ cleaning, and administration (Credit Card re processing fees).
- v. '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)
- vi. All dollar amounts on this Website are expressed in Australian dollars (AUD\$) only.
- vii. Website means the information portal at [www.gchr.com.au](http://www.gchr.com.au).

## Reserve now for next year?

Bookings can be heavy during peak holiday seasons with many apartments 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)

### 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)
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### 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.