

General Terms & Conditions

Levy Pre-payments

If you elect to pre-pay next year's maintenance fees, which at this time have not been set. The calculated levy amount is based on the current fee and you will be invoiced for any shortfall once the fee has been set.

Pre-paid fees are non-refundable.

Levy Payments

Levy payments are non-refundable.

Rental Booking

With the high occupancy turnover, we are unable to offer unit occupancy before 1.00pm. Should you arrive prior to check in time, you are welcome to use the day amenities. There are storage facilities for luggage and perishables.

The unit is fully self contained with linen, cooking utililites, crockery and cutlery.

Please remember to bring your own towels for use in the swimming pools and spas.

If you anticipate arriving after 6.00pm please contact Reception on (03) 5744 1844 in advance to make the necessary arrangements for your late arrival.

Please note that you must not exceed the maximum occupancy of 6 persons in a Two Bedroom apartment.

A minimum deposit equivalent to one night's accommodation needs to be made when booking.

Cancellation Fee:

Bookings that are cancelled within 5 working days prior to arrival date lose their deposit. Any time prior to that, 50% of your deposit is taken as a cancellation fee.

Member Bookings

With the high occupancy change over, we regret we are unable to offer unit occupancy before 4.00pm. If you are arriving prior to 4.00pm, please contact the resort to advise us of your arrival time. You are welcome to use the facilities and there are storage facilities available for luggage and perishables. Should you wish to hire a cot, high chair or stair barrier for your stay, please contact us prior to your arrival. These items are free of charge. Please remember to bring your own towels for use in the swimming pools and spas.

Please present your Confirmation Letter upon arrival. If you anticipate arriving after 6.00pm or at a later date, please contact Reception in advance to make the necessary arrangements for your late arrival.

Your apartment is fully self contained with kitchen facilities. The unit is not serviced, which means towels and linen are not changed during your stay unless you are

occupying for longer than one week. A complimentary start-up kit consisting of dishwashing powder, tidy bags, toilet rolls, tissues, tea, coffee, sugar and long life milk is available in your apartment on arrival. Replenishments of these items can be purchased from Reception or you may bring your own.

Please note that you must not exceed the maximum occupancy of 6 persons in a Two Bedroom apartment.

Members will only receive the Member's discount if they are present for the duration of the booking.