



HOUSE RULES & REGULATIONS

In taking holiday accommodation at Isle Of Palms Resort, **we agree to be bound by the House Rules as listed below:**

- **Security:-** Please ensure that doors to your unit are securely locked whenever leaving the Unit. Check in the evening that all doors are locked before going to bed. Advise all group members to keep their personal belongings with them at all times even when sleeping. Any valuable documents ie passports can be locked in the management safe at Reception.
- **Access – Lock outs:-** Unit keys and security gates keys should be carried with you if leaving the unit. Fees are charged for manager to open units after hours. Key bonds of \$75 per set of keys are placed on each Unit at time of check n. This charge is credited on departure when keys are returned.
- **Noise/Language:-** Please ensure that consideration is given to other residents and guests of the resort who are here to enjoy their stay also. Offensive language and excessive noise is not appreciated anywhere in the resort.
- **Pool behaviour:-** The pools are for the use of all guests between the hours of 7:00am – 9:00pm. Common sense and safe behaviour is expected at all times when using pool and other resort facilities. No glass bottles/ containers or alcohol is to be taken into the pool/ BBQ Area's .
- **Restaurant:-** If dining in our restaurant, please come suitably attired, footwear MUST be worn.
- **Units:-** All furniture and fittings in your Unit are privately owned. Please do not remove any items to other units. Please empty rubbish from the Unit daily to the nearest Dumpster to your unit. Any breakages or damage to the Unit must be reported to your supervisor. Payment may be required to replace or repair any damaged item in your Unit. Smoking is NOT PERMITTED in the units.
- **Conference Facilities:-** If your group is using the conference facilities, the conference room is located adjacent to the pool at the rear of the Island. Please move quietly and orderly when visiting and leaving the Conference Room
- **Exit Procedure:-** Checkout time is 10:00AM. Please ensure all crockery, cutlery, pots and pans are washed or placed in the dishwasher and set to ON. Beds do not need to be stripped. Remove rubbish to nearest Dumpster. Final check of the unit should be done to ensure that all lights, TV, fans and electrical goods are switched off, and no personal belongings are left behind. Securely lock the Unit and return keys to Reception at time of check out.



GROUP TERMS & CONDITIONS

Accommodation:

Your Group quote is based off a minimum of five (5) townhouses being booked. Rates become invalid should numbers reduce to less than this. Accommodation arrangements are based on using existing bedding. This may mean sharing a Queen bed. If this is not suitable, you can hire one (1) extra bed for an additional expense of \$25 AUD per night, per townhouse.

Payment:

A non-refundable deposit of \$200.00 per unit is required at time of booking. Balance: 50% of the balance is payable 60 days prior to arrival & final balance 30 days prior to arrival.

Cancellations:

\$200 deposit per unit is non-refundable but can be transferrable to remaining group costs up until 30 days prior
30 days or less prior to arrival the 50% balance paid will be forfeited.
14 days or less prior to arrival the 100% balance paid will be forfeited.

Amendments & changes:

We will allow a 10% variance in group numbers from the original quoted number up until 14 days prior to arrival. No refund on changes and amendments made within the 14 days or less prior to arrival.

Rooming Lists:

A finalised rooming list is required 30 days prior to arrival

Bond/ Room Security:

It is standard policy to have a credit card imprint signed per unit upon checkin for security and incidentals. We do understand that in some group cases this is not always possible, so we are able to accept one credit card for the entire group.

Credit Card Payments:

We accept MasterCard & Visa Card.

A credit card authorisation form MUST be completed, signed and returned to Isle Of Palms no less than 30 days prior to arrival. A clear photocopy or scanned copy of the credit card MUST also be provided with completed form.