

TERMS AND CONDITIONS

The following Terms and Conditions apply to your stay at Rose Lane Serviced Apartment.

General

Terms & Conditions below are for bookings made directly via our website and payments via payment system through Rose Lane Serviced Apartment, an affiliated company of Australian Service Apartment Pty Ltd ACN -622821523.

Early Check-Out

The property reserves the right to charge an early departure fee in the event a guest departs earlier than the original departure date.

Late Check-Out

Late checkouts are available upon request. Please contact us to check availability. Additional fees may be applied. A late check-out fee may apply if the property is not vacated prior to the set check-out time of the property.

Guarantee Policy

A valid Credit Card is required at time of booking and a valid Credit Card must be presented at time of check in.

No Party Policy

Rose Lane has a strict no party policy. In the event that any apartment/guest is identified as having a party, we reserves the right to immediately request all occupants of the apartment up to, and including, the guest who has registered for the apartment to vacate the premises. In the event that an eviction does occur, the accommodation is non refundable. In addition the registered guests will be required to settle the account prior to departure for any expense resulting from additional cleaning of the apartment, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.

Pay On Arrival Policy

Guests can choose to book now and pay later with particular rates (ie Best Flexible Rate). A valid Credit Card is required at time of booking however the full payment isn't required until check-in. Changes and cancellations are permitted up until 3pm apartments local time within 48 hours prior to arrival. Changes or cancellations within this time will be charged in full. No shows will also be charged in full.

Identification

Upon arrival at your selected property Guests must provide valid Federal or State Government issued photographic identification for security purposes. The booking must be under the name of the person checking in. In addition, the Guest must also provide a credit card in the name of the photographic ID.

Deposit Policy

A Credit Card pre-authorisation of \$200 is required upon check in. The

pre-authorised amount is set aside by your bank for a period of up to 10 working days. The pre-authorisation will affect your available funds balance or spending limit. For more information on this practice we suggest contacting your bank for more information. Once a pre-authorisation has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. Rose Lane Serviced Apartment reserves the right to pre-authorise all credit cards upon check in. Cash is not an acceptable form of bond when staying with Rose Lane Serviced Apartment.

Child Policy

Children sleep free on existing bedding, within the maximum allowed guests per room. If a roll away / cot / sofa bed is required charges will apply.

Fees

Visa/ Master/ debit card/Alipay/Paylinx/ payments made to Rose Lane Serviced Apartment will incur a 1.5% non-refundable credit card service fee.

UnionPay/ American Express payments made to Rose Lane Serviced Apartment will incur a 3% non-refundable credit card service fee.

Facilities

If any feature/facility is essential for the guest in choosing a particular property, we recommend contacting us prior to booking. Rose Lane Serviced Apartment cannot be held liable for omissions or errors whether temporary or permanent of a property's facilities and services.

Photos shown on the website are indicative only and may not specifically represent the exact room allocated to you. Destination images featured on website may not represent the views offered from our locations. Accommodation facilities listed may not apply to all room types.

No-Shows / Failure to Cancel

Each rate booked at Australian Service Apartment property is subject to a Cancellation Policy. Failure to check in on the reserved arrival date will incur a penalty charge as detailed in the Cancellation Policy of the particular type of rate booked. We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error. We reserve the right to cancel or amend bookings if they do not adhere to our terms & conditions. If a guest chooses to shorten their stay or check out early a penalty charge will apply, as detailed in the Cancellation Policy associated with the rate booked.

Pricing Errors

Australian Service Apartment and its affiliates reserve the right to cancel contracts based upon incorrect information being displayed in relation to price, inclusions or service at any point in time.

Foreign Currency

Conversion into foreign currency is given as an indication and is not binding. Only the currency confirmed during your reservation is confirmed.

Relocation

In the event of a situation whereby the Property cannot provide accommodation as previously confirmed for whatever reason, the Property will undertake to relocate guests to a comparable alternate Australian Service Apartment property at its absolute discretion with no additional cost to the guest. Should the guest wish to choose a property of a higher standard other than offered under this condition, the guest will be required to pay any price difference. Should the guest not wish to accept the relocation, a full refund & booking cancellation may be granted.

Disclaimers

As a condition of your use of this Website, you warrant to Australian Service Apartment that you will not use this Website for any purpose that is unlawful or prohibited by these terms, conditions, and notices. Although Australian Service Apartment may from time to time monitor or review discussions, chats, postings, transmissions, bulletin boards, and the like on this Website, Australian Service Apartment is under no obligation to do so and assumes no responsibility or liability arising from the content of any such locations nor for any error, defamation, libel, slander, omission, falsehood, obscenity, pornography, profanity, danger, or inaccuracy contained in any information within such locations on the Website. You are prohibited from posting or transmitting any unlawful, threatening, libelous, defamatory, obscene, scandalous, inflammatory, pornographic, or profane material or any material that could constitute or encourage conduct that would be considered a criminal offense, give rise to civil liability, or otherwise

violate any law. Australian Service Apartment will fully cooperate with any law enforcement authorities or court order requesting or directing Australian Service Apartment to disclose the identity of anyone posting any such information or materials.

Limitation of Liability

Notwithstanding anything contained in these Terms and Conditions to the contrary, Australian Service Apartment and its affiliates shall not be responsible for indirect damage, damage arising from consequential damage or special circumstances, including but not limited to loss of revenue, loss of profit, loss of use, loss of opportunity, arisen out of the performance or non performance of obligations under this Terms and Conditions.

Insurance

Australian Service Apartment strongly recommends you purchase Comprehensive Travel Insurance. We suggest that the policy include, but not limited to, the following coverage – loss of payment through cancellation, loss or damage to personal baggage, loss of money and medical expenses.

Links to Third Parties

Australian Service Apartment does not control any third party website and is therefore not responsible for the content of any linked website or any link contained in a linked website. Australian Service Apartment provides such links only as a convenience to you and the inclusion of any link does not imply endorsement, investigation or verification by Australian Service Apartment of the linked website or any information

contained in it.

Governing Law and Jurisdiction

The products and/or services described in and available through the site may not be available in your country. We make no representation that the services or products offered in the site are appropriate or available for use in any particular location. The site is operated from Australia and it is governed by the laws of Australia.