

Security Deposit

Security Authorisations

For the security of all guests it's important we understand who is staying and collect important information. Our team will collect your name, address and phone number. We are required to also verify a valid photo ID i.e. a driver's license or passport and to collect a small security deposit. We collect all of this information securely, we then upload this and the original information such as photos of your credit card and photo ID are deleted automatically from the device used. This process is very similar to that used by most hotels except rather than photocopying your items we store this electronically. In general most information is only stored for 7 days after checkout.

In the lead up to your stay we will also capture a security deposit on your valid credit card, as we don't store this information you can expect a call from one of our team. This transaction is called a 'Authorisation' and is simply a hold on funds, it does not get transferred to us unless we 'Capture' it later. Like most accommodation providers, this security covers keys, damage etc, its very unlikely it won't be released and we will always tell you if it's not going to be released and why.

Unfortunately if you cannot provide this information we won't be able to assist with your check in. We do not accept cash and we only process holds prior to arrival.

AUTHORISATION AMOUNTS

- One Bedroom \$200
- Two Bedroom \$300

SECURITY HOLDS ARE NOT CHARGES, THEY WILL NOT SHOW AS A CHARGE OR A REFUND WITH MOST BANKS

WHAT IS A SECURITY AUTHORISATION OR HOLD?

A security hold or authorisation is a temporary hold put against a nominated credit card. The security authorisation is held by your bank or credit card provider on our behalf and is never transferred to us unless we 'capture' the authorisation. Simply, your bank holds the funds for us to claim against should we need too, the money is not held by us and after 7 days, the hold

automatically gets released by our system and will then become available to you up to 7 days later.

WHEN WILL MY FUNDS BE RELEASED?

We release automatically 7 days after arrival, please allow a few extra days for your bank.

WHY DON'T I GET MY FUNDS 7 DAYS AFTER I DEPART?

Some banks do release these immediately, others are a little slower and can take up to 7 days for these to be released, meaning a total of 14 days after departure.

IT'S BEEN 14 DAYS NOW WHAT?

This rarely happens however please reach out to us by email and we will confirm the date we released the authorisation on. Take this information to your bank who are the only party who can track it.

CAN APARTMENTS OF MELBOURNE KEEP MY SECURITY AUTHORISATION?

Yes but only in certain circumstances. Examples of this may include:

- Damage within your apartment (charges over the amount of the authorisation will be billed to you)
- Breach of rules such as excessive noise etc
- Late checkout without approval
- Smoking in a room
- Security issues requiring management or security response
- Lost keys