



9 Shirley Street, Byron Bay, NSW, 2481
Phone: +612 6685 8646 or 1300 784 459 Fax: +61 2 6685 6416
info@outriggerbay.com | www.outriggerbay.com

We are pleased to offer you accommodation at Outrigger Bay Apartments but it is important that **EACH STUDENT AND PARENT** read and understand these rules and conditions prior to booking. By proceeding with your reservation you are acknowledging that all students and parents in your group have read and accepted our rules as indicated below and generally as requested by the Apartment Managers and their staff. A 'Credit Card Authority' and 'Student Agreement Form' will need to be completed and received by Outrigger Bay on or before August 15, 2011 along with final payment (see forms at end of this document).

Tariff for 2011	
Bedrooms	7 nights
2 bedroom (max 4 persons)	Please contact Outrigger Bay direct
3 bedroom (max 6 persons)	Please contact Outrigger Bay direct

Any assumption or arrival of additional guests other than those booked will only result in disappointment as they will not be permitted to check-in

At all times only confirmed paying guests are allowed on the premises. Visitors, i.e. non-paying guests are not permitted into the complex at any time

BOOKING AND PAYMENT PROCEDURE:

Due to heavy enquiries we will only hold provisional bookings for a period of fifteen (15) days with a non refundable holding deposit of \$100. If your booking is not confirmed by payment as indicated below on or before the 15th day then we will consider your booking cancelled.

At time of booking or confirming your provisional booking we will require the following payment:

- 2 Bedroom apartment: 50% of accommodation tariff plus Bond \$800
- or

- 3 Bedroom Apartment: 50% of accommodation tariff plus Bond \$1,200

Only one payment per apartment please - we will not accept individual payments

FINAL PAYMENT & FORMS DUE ON OR BEFORE 15TH AUGUST 2011:

- Balance of accommodation
- Sundry items i.e. booked in advance i.e. shuttle fees, hire of equipment etc

Only one payment per apartment please - we will not accept individual payments

- Parent's completed 'Credit Card Authority Form' (see below) to be faxed, emailed or posted. (Parent to coordinate personally with Outrigger Bay Resort Management prior to faxing

**Student Agreement form completed and signed by each student, to be faxed, emailed or posted.
Bank details for direct deposit Payable to: Outrigger Bay Trust Account – ANZ BSB 012 554 Account No. 197702099**

Cancellation:

- No refund in the event of guest cancellation
- In the event of any unforeseen circumstance occurring where the apartment/s booked become unavailable we reserve the right to cancel the booking with full refund and no further obligation on our part

WE RECOMMEND THAT YOU HAVE 'TRAVEL INSURANCE' FOR YOUR OWN PROTECTION

WRISTBANDS:

Each student will be given An Outrigger Bay labelled wristband at check-in and this must be worn during your entire stay and presented during entry and departure of the complex and at the request at any time by management and/or security officers. Cost of replacing this band if presented complete is \$10 or lost band replacement is \$50. This procedure endeavors to protect the bonds and security held by Outrigger Bay on behalf of our guests. Non paying guests have little care and no financial responsibility for any damage they may incur. Consider your financial loss **CHARGES AGAINST YOUR BOND AND/OR PARENTS' CREDIT CARD and/or EVICTION OF ALL APARTMENT MEMBERS with NO REFUND.**

BONDS AND CREDIT CARD GUARANTEES WILL BE CHARGED IN THE EVENT OF ANY OF THE FOLLOWING:

Damage to the complex, the apartment or its contents is the responsibility of the guest or their guardians. Any guests whose apartment and/or its contents, balconies or surrounds are found to be untidy, littered with rubbish, collections of bottles, cans, boxes, left over food, dishes, cigarette butts or unsightly mess, will be requested to remove and bin all litter and clean up immediately and if this request is not complied with, a **'FIRST & FINAL NOTICE'** will be issued. Any further infraction of conditions may result in eviction of all guests in that apartment.

Inappropriate language, behavior, noise, unruly gatherings:

If deemed necessary at any time by management, a mid stay clean will be conducted at the guests' cost. This will be a minimum of \$95 for a two-bedroom apartment and \$115 for a three bedroom apartment.

- We have **ZERO TOLERANCE** in relation to excessive drinking & associated behavior
- Sneaking in of guests, climbing through gardens, over balconies or fences

Removal of any apartment's possessions i.e. bedding, blankets, cushions, furniture and kitchen items etc (all items are to remain in your apartment at all times - do not take bedding to the beach)

A breach of house rules includes: noisy, offensive and/or unruly behaviour, damage to or destruction of property, improper or unseemly conduct, any act of omission, which in the opinion of the manager, adversely affects or brings discredit upon the manager, owner or other guests and may result in the eviction of the offender and all room mates at the discretion of the manager.

Please party in town returning quietly to Outrigger Bay to enjoy the comfort of your apartment, one another's company, the pool and beach.

DEPARTURE ROOM INSPECTIONS, BONDS, CREDIT CARD AUTHORITY & CHARGES:

Inspections will occur as our cleaners work through each apartment to completion of clean and with a further inspection by the managers. Bonds will be returned intact within 14 (fourteen) days providing the apartment has been left clean, tidy, all dishes, cutlery pots and pans washed, all rubbish removed to the garbage bins in the garage and providing there is no damage, broken and/or missing items, stained carpets, lounges, bedding, marked walls, ceilings missing or broken items, smoke damage, odour or excessive cleaning required.

NO DISCUSSION WILL BE ENTERED INTO REGARDING THE ABOVE

EXPLANATION: We are in the business of accommodation which is people in and people out with only a few hours turn around between guests. We do not need the inconvenience of inspections, continually requesting rubbish removal, counting items, checking for disguised broken items or having to repair furniture, fittings or to bring in outside contractors to deal with carpet, wall or ceiling damage, blocked toilets etc or the administration processes involved, so please understand we do not wish to have any need to deduct from your bond and/or credit card, therefore, please respect and comply with our conditions. You are now adults and we would like to treat you accordingly and in turn have you treat our complex and managers with respect.

Apartment Capacity: two bedroom apartment – max 4 persons & three bedroom apartment – max 6 persons

Apartments will not be let beyond their normal bedding capacity which is limited by available bedding for each apartment. There are no sofa beds in our apartments therefore sleeping is confined solely to beds. Lounge suites are not a sleeping option and sharing a queen bed may not be an agreeable option for you, therefore limit the number of persons to the number of beds in the apartment.

GLASS EXCLUSION ARE STRICT WITH ZERO TOLERANCE:

- NO GLASS BOTTLES POLICY beyond the balcony of your apartment or in any common area of the complex
- WHEN PURCHASING ALCOHOL – CANS ONLY
- GLASS ITEMS BEYOND YOUR APARTMENT OR BALCONY WILL BE CONFISCATED IMMEDIATELY
- BROKEN GLASS IN THE COMPLEX WILL INCURR A \$60 FEE

Noise: NOISE CURFEW FROM 10PM UNTIL 8AM EACH DAY

ALL APARTMENTS ARE NON SMOKING: Smoke odour fumigation will incur a \$300 charge

- Smoking is allowed only on the balconies and with apartment doors closed. All butts must be binned daily.

APARTMENT STARTER PACK:

• Contains 2 rolls of toilet paper per bathroom, dishwashing materials, and an initial starter kit of laundry powder, dishwashing detergent and dishwashing powder, tea, coffee and sugar sachets. Once this is used it is the responsibility of the group to purchase further supplies. The apartments are fully equipped for self-catering and have crockery, cutlery and cooking utensils provided. All items belonging in the booked apartment must remain in that apartment and will be considered missing if not present in apartment at time of our cleaners' inspection.

LOCAL:

- Supermarkets are within walking or a cheap cab distance
- Shopping trolleys are to be returned to town and not left on or around Outrigger Bay Apartments' premises or street front
- Both the front gate to town and back gate to beach are at all times to remain locked and are accessible only by authorised Outrigger Bay guests wearing Outrigger Bay wristbands

Whilst our conditions may seem somewhat firm the intention is to give consideration to other in-house guests and encourage all guests to party in town and enjoy their rest time at the complex. Outrigger Bay Apartments is well located just 3 minutes walk to town and a 2 minute walk via the back gate to Belongil beach.

Please read on for a description of Outrigger Bay Apartments and other relevant information. If you have any further queries please give us a call or drop us an email or fax

Phone: 1300 784 459 or 02 6685 8646 - **Fax:** 02 6685 6416

Email: Info@outriggerbay.com **Web:** www.outriggerbay.com

Two Bedroom Apartments (max 4 persons)

All located on ground floor with both a balcony one side and patio on the other side

- 1 queen bedroom (all bed linen included)
- 2nd bedroom with two single beds (all bed linen included)
- One bathroom with washing machine and dryer (bath towels provided, additional bath towels can be hired)
- Spacious open plan living and dining area
- Full kitchen with dishwasher, microwave, refrigerator, oven, cook top, toaster, kettle, cutlery, crockery and cookware
- Austar cable TV, Free to Air and DVD player (CD's can be played in DVD through TV channel)
- Air conditioning/reverse cycle heating and Ceiling fans

Three Bedroom Apartments (max 6 persons)

Consisting two levels internally - All on 1st floor with balcony back and front

- 1 loft queen bedroom and ensuite (all bed linen included)
- 1 queen bedroom and 2nd bedroom with two singles (all bed linen included)
- 2nd bathroom with washing machine and dryer
- Spacious open plan living and dining area
- Full kitchen with dishwasher and microwave, refrigerator, oven, cook top, toaster, kettle, cutlery, crockery and cookware
- Austar cable TV, Free to Air and DVD player
- Air conditioning/reverse cycle and Ceiling fans

Outrigger Bay's Facilities:

- Direct beach access 60 metres through rear security gate
- 2 - 3 minute walk to the town centre, restaurants, shops, Beach Hotel, Great Northern Hotel, Surf Club
- Under cover basement security parking
- Heated salt water pool - 8:00am - 9:00pm (No alcohol, food, glass or bottles allowed)
- Hot tub - outdoors - 8:00am - 9:00am (No alcohol, food, glass or bottles allowed)
- BBQ
- Telephone and dial up internet connection
- Wireless Broadband

Additional Supplies: i.e. toilet paper, soap and detergent sachets, tea bags, coffee and sugar can be purchased at reception. Additional bath towels can be hired for \$5 each. Beach towels can be hired for \$5 per week.

Airport Shuttles, Limousines: Airport i.e. Ballina - 1/2 hour transit, Gold Coast - ¾ transit and Brisbane 2.5 hrs transit.

Please go to our web page www.outriggerbay.com and click on link to 'AIRPORT TRANSFER - XCEDE TRANSFERS' to book shuttles at discounted prices. Notify 'Airport Transfers' of any changes to flight arrivals and departures that might arise.

Tours, Restaurants, Markets and Entertainment: Please don't hesitate to chat with us about anything you would like to do during your stay in Byron, we are happy to impart our local knowledge and book tours, surf lessons, kayaking, ballooning, sky diving, kite surfing and the like should you require.

Check In - 2pm: Should you arrive earlier we can store your luggage - earlier check-ins cannot be guaranteed

Check out strictly 10:00am: As a full day fee will apply for late checkouts it is important you contact us if you going to be delayed in departing for any reason.



9 Shirley Street, Byron Bay, NSW, 2481

Phone: +612 6685 8646 or 1300 784 459 Fax: +61 2 6685 6416

info@outriggerbay.com | www.outriggerbay.com

STUDENT AGREEMENT FORM

Fax, email or mail to Outrigger Bay Resort on or before 15th August, 2011

We the undersigned guests agree to the terms and conditions as indicated in the offer of accommodation

To be completed Prior to check-in and presented upon arrival		Signature	First Name	Surname	Mobile Phone
	1				
	2				
	3				
Arrival Date / / 2011	4				
	5				
	6				

This Section For Completion by Outrigger Bay Management		Apt No.
Bond Received		
Parent Credit Card Authority		
Wristbands Given		
Meet & Greet in Apt		
Keys Given		
Garage Remotes Given		
Notes for Management		

Please complete Student Section and sign and fax to our office



9 Shirley Street, Byron Bay, NSW, 2481

Phone: +61 2 6685 8646 or 1300 784 459 Fax: +61 2 6685 6416

info@outriggerbay.com | www.outriggerbay.com

PARENT CREDIT CARD AUTHORITY

As Security

I authorise for Outrigger Bay Apartments to charge to my credit card for breakages, missing items, damage to apartments or property and/or for any costs incurred due to breaches of rules

TO BE FAXED BY PARENT TO THE MANAGERS AT OUTRIGGER BAY APARTMENTS

BY 15TH AUGUST 2011

(Parents please phone us on 02 6685 8646 and arrange in advance of faxing thank you)

Without this form being on our files by 15th August your booking would not be considered finalised

Please Note: Phone authority is insufficient

Booking Name/s:				
As Bond for how many Apartments:				
Arrival Date:	Day	Date	Month	Year
Name of Cardholder as shown on Credit Card	<i>Please Print</i>			
Credit Card Nos.				
VISA MCARD	Exp. Date:	CCV No. (Last three digits on reverse side of card – must be provided as this is your security that you are in fact providing this information and holding the card)	CCV No.	
Signature of Cardholder	Signature of Parent (Owner of Card) date: / /2011			
Telephone Contact Nos	Mobile:		Other:	
Email Address:				

Thank you for your assistance On Site Managers – Bruce and Shannon