

## ANMF (VIC BRANCH)

# Accommodation Terms and Conditions

## 1. CONFIRMATION/BOOKINGS

1.1 By making a booking, ANMF (Vic Branch) members enter into an agreement to rent the premises from ANMF (Vic Branch) in accordance with these terms and conditions.

1.2 All bookings for the ANMF House, Chalet Ocean Grove and the Viewhill Holiday Units, except those conducted via ballot, are made through the booking platform.

1.3 Upon booking, full payment is required, following which a confirmation email will be sent outlining details of the booking.

1.4 Accommodation bookings are available only to ANMF (Vic Branch) members who are up to date with their membership fees. Members must always maintain their membership at the appropriate category at all times to remain eligible for their booked rental period.

1.5 Members can book up to two units per booking and must be present during the period of the booking.

1.6 There is a waiting period of up to four weeks for new ANMF (Vic Branch) members, who will become eligible to book accommodation once their application has been processed, first payment is received, and Branch Council has confirmed their membership.

1.7 Bookings are limited to set booking blocks, being either:

1.7.1 Four (4) days, check-in Monday, check out Friday.

1.7.2 Three (3) days, check-in Friday, check out Monday.

Block periods cannot be reduced, nor payment reduced if a member does not stay the duration of their booking days.

We have a very limited number of rooms at ANMF House that can be booked for one- and two-night stays. These rooms are offered at a reduced discount to the three- and four-night blocks.

Two-night stays attract a 30% discount off the market rate. One-night stays attract a 20% discount off the market rate.

**\*\*Note:** Rooms on Level 2 with large balconies can only be booked in the three- and four-night booking blocks.

1.8 ANMF has suspended a limit on four active bookings at any one time for ANMF (Vic Branch) accommodation during a 13-month period. Members can book multiple booking blocks per year, however must still adhere to clause 1.5.

1.9 ANMF (Vic Branch) members must monitor the observance of the Terms and Conditions by their guests and invitees. A breach of these Terms and Conditions by invitees or guests will be considered a breach by the member and can result in the member being barred from booking accommodation for a set period as decided by Branch Council.

1.10 Bookings are not transferrable, and units are not to be sublet.

1.11 In a case where this occurs, a member will be found to be in breach and can be barred from booking accommodation for a set period as decided by Branch Council.

## 2. PAYMENTS

2.1 Payment is via credit card or debit card only; cash payments and bank transfers are not accepted. Credit card details supplied are for booking purposes only; they will not be supplied to a third party by us, or used for any other purpose.

2.2 Payment must be in full to confirm a booking. ANMF (Vic Branch) reserves the right to cancel a booking without any liability or consequence.

## 3. CANCELLATION/POSTPONEMENT/CHANGE OF DATE

3.1 Where extraordinary circumstances arise such that a member needs to cancel a booking, the following terms are applicable:

3.1.1 More than 28 days' notice: a full refund will be given.

3.1.2 Between seven and 28 days' notice: the Branch will refund 75% of the booking charge.

3.1.3 Less than seven days' notice: the Branch will refund 50% of the booking charge.

3.1.4 If a member is cancelling a booking due to themselves or a guest contracting COVID, a full refund will be issued. Proof will be required via a Department of Health notification.

3.2 All refunds are given via the card that was used to make the booking. Please inform the booking platform if this card has expired, changed or become invalid.

3.3 Members wanting to change their booking dates must cancel their initial booking and re-book new dates. Cancellation charges will apply as in 3.1.1, 3.1.2 and 3.1.3 above.

3.4 ANMF (Vic Branch) reserves the right to cancel or postpone any confirmed booking if:

3.4.1 An ANMF (Vic Branch) member is not up to date with their membership fees; or

3.4.2 A substantiated incident of poor behaviour or damage to property has previously occurred at an ANMF accommodation premise from the member or their guest/s.

## 4. GUEST RESPONSIBILITIES

4.1 ANMF (Vic Branch) members and guests should firstly consider how their actions or inactions impact on fellow members using the accommodation service and note that the following general rules apply.

4.2 In compliance with Environment Protection Authority Victoria requirements, members and their guests must always keep noise below a reasonable level, but in particular Monday to Thursday before 7am and after 10pm, Friday before 7am and after 11pm, Saturday and public holidays before 9am and after 11pm and Sunday before 9am and after 10pm.

4.3 Refrain from engaging in any antisocial behaviour.

- 4.4 Abide by any order issued by police or any regulatory authority regarding noise abatement.
- 4.5 All units are non-smoking and non-vaping and are fitted with smoke detectors. Any members found to smoke/vape within the unit will incur an additional cleaning fee of \$240. Please also know this impedes a fellow member booking as the apartment will not be available for subsequent use until deep cleaned. ANMF (Vic Branch) members will be responsible for any charges incurred if the fire brigade is required to visit the premises due to the detection of smoke in the units caused by smoking and/or vaping.
- 4.6 Bicycles and scooters are not permitted within any unit. Both the Ocean Grove Chalet and Viewhill Holiday Units have locked storage spaces available on request. Please email ahead of your booking to reserve your storage space.
- 4.7 Animals and/or pets are strictly prohibited in the units or common areas, except for trained or accredited assistance dogs.
- 4.8 Use of the premises for any event, party or use other than as residential holiday accommodation will result in the immediate termination of the booking for the premises, removal of the guest(s) and other occupants from the premises and other costs or expenses being charged to the guest's credit card.
- 4.9 Maximum occupancy is clearly outlined through the booking platform and additional bedding is not permitted, excluding cots.
- 4.10 ANMF (Vic Branch) apartments will be cleaned prior to your arrival. If your booking covers two block periods – for example Monday through to Sunday – there will be no cleaning during this period. Upon completion of your stay, the apartment is to be left in the same state as your arrival. Failure to leave the unit in a satisfactory manner will result in incurring additional cleaning charges of \$75 per hour. Please ensure:
- 4.10.1 Fridge, pantry and cupboards are cleared of all food, drinks and anything else you may have put in there during your stay;
- 4.10.2 All pots, pans, cutlery, glassware, crockery and other kitchen utensils are cleaned, dried and put away;
- 4.10.3 Microwave and oven are clean;
- 4.10.4 TV & DVD remote controls are left on the TV cabinet;
- 4.10.5 All lights and air-conditioners are turned off; and
- 4.10.6 All keys are left in the units.
- 4.11 Car parking is available at both Ocean Grove Chalet and Viewhill Holiday Units on site. One car parking spot is allocated per booking. Guests are not permitted to park any boat, trailer, caravan, campervan or mobile home anywhere on the common property or in any of the parking bays at any of the ANMF (Vic Branch) accommodation complexes. Where a member does park a boat, trailer, caravan, campervan or mobile home anywhere on the common property or in any of the parking bays, this will result in the vehicle being towed and costs incurred transferred to the member. ANMF House does not have dedicated car parking connected to the accommodation.
- 4.12 Limited trailer/campervan parking is available on request at Viewhill, Bright. Please email ahead of your reservation to arrange this parking.
- 4.13 The Ocean Grove Chalet has a pool and spa area. Safety and other rules apply to the areas and are to be adhered to:
- 4.13.1 Glass or glass products are not permitted in the pool areas. This condition is strictly observed.
- 4.13.2 Children under the age of 12 must be accompanied by an adult when using the pool facilities
- 4.13.3 Guests must adhere to pool opening and closing times, clearly marked at the pool entrance.
- 4.14 Viewhill Holiday units, Bright has two communal BBQ areas:
- 4.14.1 Guests must adhere to BBQ opening and closing times, clearly marked at the site.
- 4.14.2 BBQ is to be cleaned after use and communal area cleared of food, beverage, rubbish and all guest items after use.
- 4.14.3 BBQ cannot be reserved and is a communal space for all guests.
- 4.14.4 BBQ area is for Viewhill Holiday Units guests only.
- 5. FACILITIES/HOUSEKEEPING**
- 5.1 Access to rooms and units at each of our regional properties (Ocean Grove Chalet and Viewhill, Bright) is via a key; guests will receive one key per stay. There is a charge of \$55 for any lost key or any key that is not returned at checkout time.
- 5.2 Access to rooms at ANMF House will be via a PIN code or digital key which can be downloaded prior to check-in. Members will receive their access PIN by SMS on the day of check-in.
- 5.3 Check-in time at all properties is 2pm with check-out being 10am sharp.
- 5.4 Guests will receive an email confirmation at the time of booking, an email reminder one week from check-in and an SMS with check-in details one day before check-in.
- 5.5 Requests for late check out are not possible due to cleaning commitments.
- 5.6 Towels and linen are provided with every booking.
- 5.7 In the event of faults and/or malfunctions of appliances or inclusions, ANMF (Vic Branch) will endeavour to repair or find an alternative. If an alternative is not available, there is no obligation from the ANMF (Vic Branch) to compensate or discount the booking.
- 5.8 Members seeking information regarding the holiday units before or during their stay will be advised via text message of who to contact.
- 6. LOSS, DAMAGE OR INJURY**
- 6.1 The booking member will be held responsible for any damage, breakages, theft or loss of any property on or in the premises during the time of your stay. Reasonable replacement costs will be deducted for damages or missing property from the credit card provided at the time of booking.
- 6.2 The ANMF (Vic Branch) does not take responsibility for any loss or theft of personal property or for any bodily injury that occurs on or at the premises.
- 6.3 ANMF (Vic Branch) reserves the right to evict any member, guest, visitor or member of the public for engaging in anti-social behaviour.

## 7. FORCE MAJEURE

- 7.1 Should ANMF (Vic Branch) be prevented from providing a member's accommodation booking and/or providing any services due to circumstances beyond its control (such as flooding, natural disasters, pandemics, war, terrorism, government intervention, development or redevelopment) ANMF (Vic Branch) will offer a full refund and the member will make no claim for loss or damage against ANMF (Vic Branch).
- 7.2 Pertaining to Bright property only – the Bright property is located within an area susceptible to bushfires. In the event of a bushfire disaster interrupting your ability to remain safely at your accommodation or arrival at your destination, ANMF (Vic Branch) will issue a full refund. Please note a refund will not be issued if your booking property is in an area deemed safe and if the travelling path is unrestricted.

In the event of a declared CODE RED day impeding travel to the area, ANMF (Vic Branch) agrees to refund payment made for the day that travel is not recommended. If the following day offers downgraded warnings or restrictions, the booking will continue as normal. Also, if guests do not wish to travel the following day on their own account, ANMF (Vic Branch) agrees to offer a transfer of dates for the same length stay missed at a later available date.

In the event of a declared CODE RED day while members/ guests are in attendance, ANMF (Vic Branch) agrees to offer a refund on the remaining stay if a guest feels they do not wish to stay in the region.

ANMF (Vic Branch) takes no responsibility for the safety and wellbeing of guests while in residence at the time of any natural disasters or events. We will however endeavour to provide as much communication and local information to guests as possible.

It is the members' responsibility to make decisions and choices regarding their own safety and plans.

## 8. COVIDSAFE PLAN

- 8.1 Guest check-in is contactless, with details sent to guests prior advising them of this process. COVIDsafe signage is well placed within the property and lifts. Regular cleaning occurs for all common areas, including handrails, lift buttons, pool area and toilets. Non-touch hand sanitisers are located on all floors of the property. Communal items removed from rooms – e.g. information folders, room keys – are disinfected and sanitised before being stored for reuse.