

Rainbow Beach Resort Terms & Conditions

Deposit and Payment

Reservations are not confirmed until payment has been successfully processed.

Low Season / Shoulder Season: (Dates outside High Season) A 2 nights tariff (AUD) deposit per apartment will be processed for all bookings. Balance of booking will be processed on day of arrival.

High Season: 23rd December 2016 – 14th January 2017 A 3 nights tariff (AUD) deposit per apartment will be processed for all bookings. Balance of booking will be required 30 days prior to arrival.

Payment by Visa, Master Card will incur a 2.0% surcharge, American Express incur a 2.5% surcharge

Personal Cheques are not accepted as a method of payment on arrival.

CANCELLATION POLICY The guest acknowledges that they are aware of the following cancellation policy.

LOW / SHOULDER SEASON Cancellation 2 weeks or more prior to arrival incur \$50 cancellation fee. If cancelled less than 2 weeks you forfeit 1 nights deposit unless we are able to re-let for the full stay.

HIGH SEASON OR SPECIAL EVENTS PERIOD Bookings cancelled prior to final payment incur a \$50 cancellation fee. The balance must be paid in full 30 days prior to arrival. No refund unless we are able to re-let for the full stay.

CONDITIONS OF STAY A **PRE-AUTHORISATION of \$100.00** is required for BOND on Check-in on a valid credit card. Where a credit card is not available a \$100.00 cash bond will be required on check-in for any damages or charges as will Drivers License or passport details.

UNDER 18's - All guests under the age of 18 must be accompanied by a parent/guardian. We reserve the right to refuse any booking if the legal guardian over 18 cannot provide a current photo ID on check-in.

Parties and loud music is not permitted and will not be tolerated. Guests will be requested to leave immediately without refund.

Only ONE allocated parking spot per apartment.

Privacy Policy

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act).

We will not e-mail you in the future unless you have given us your consent and we will give you the chance to refuse any marketing email from us. Your information will not be provided to another trader, now or in the future.

The type of information we may collect about you includes:

Your name

Address

Phone Number

Email Address

Location Details

We will never collect sensitive information about you without your explicit consent.

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

The personal information which we hold will be held securely in accordance with our internal security policy and the law.

If we intend to transfer your information outside the Australian Economic Area we will always obtain your consent first.

We may use technology to track the patterns of behavior of visitors to our site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

If you have any questions/comments about privacy, you should contact us.