



Office Hours 9.30am to 4.30pm (QLD time)

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Shop 2, 3142 Surfers Paradise Boulevard (Cnr Beach Road)
Cosmopolitan Building



January 2017

From the entire team at Gold Coast Holiday Rentals we extend to you a warm welcome and trust that your stay will be an enjoyable one.

Conditions of Occupancy

Please take time to read the Terms and Conditions of Occupancy, which you will find online at <http://www.gchr.com.au/terms-conditions/>

Complimentary Items

The apartment has been stocked with an *initial* supply of complimentary items such as soap, detergents, tea, coffee, milk, sugar and toilet supplies for your convenience. These items are not replenished during your stay. Supermarkets and convenience stores are located nearby.

Linen and Towels

Full laundry facilities are available with washer, dryer, and iron. Please note that towels are not replaced during your stay. **DO NOT** remove any linen and towels from the apartment or exchange with the Resort housekeeping. Extra charges will apply.

Housekeeping Contact Details

Phone Number +61 409 446 614

Departure Arrangements

Checkout time is **no later than 10.00 am**. On departure, the property should be left in a similar state to its condition on arrival, otherwise additional fees will apply. At the end of your stay, upon departure, **please return all keys to our office after securing the property.**

Please do **not** take the keys / FOBs/ swipecards to reception. **Lost key / FOBs/ swipecards will incur an additional charge of \$165 each.**

Off Site Letting Agent

We are a well-established independent Licensed Real Estate Agent and are not affiliated or associated with the on-site management of the resort or hotel. All GCHR Guest enquiries must be referred to the GCHR office located offsite in central Surfers Paradise.

Garbage

A garbage chute is located on every floor in the foyer adjacent to the lifts. All garbage must be wrapped and sealed in a plastic bag. Please place all glass bottles and boxes for recycling on the landing below the chute for collection.

Extra Fees and Charges that May Apply

The cleaning costs for this apartment are \$275. We are happy to pay this for you, as long as the apartment is left in a reasonable condition. We ask that you leave the kitchen clean and take out your rubbish before leaving. Extra cleaning charges will be incurred for cleaning dirty dishes, a fully loaded dishwasher, emptying the fridge, moving furniture from its original location, removal of rubbish, excessively smeared glass (this will include mirrors, glass feature walls, balcony glass, and glass sliding doors) and excessive drink spills on the floor and / or balconies etc.

The minimum extra charge will be \$275.

Damage to Apartment and Property (incl. breakages)

The apartment will be checked upon your departure for any damaged or missing property belonging to the apartment. You will be held responsible for any damage, breakages, theft or loss of any property on or in the Premises during your stay (including keys). If any property is affected in this manner, you will be responsible for all related costs for the repair or replacement of the affected property.

The minimum extra charge will be \$330.

Non-Smoking Apartment

All properties are non-smoking. We do not take any liability or offer refunds or compensation if any health issues arise during your stay.

Smoke Alarms

If the fire brigade attends a false alarm this will result in a fine from the fire department. These fines are expensive and are passed on to the Guest.

Gold Coast Holiday Rentals

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