

## **RSYS Accommodation Frequently Asked Questions:**

### **How far in advance can accommodation bookings be made?**

Bookings can be made up to 12 months in advance.

### **Can you make a provisional booking?**

No, we do not accept provisional bookings; a \$100.00 non refundable deposit is required at time of booking.

### **What is classified as a long term stay?**

Any stay over 30 consecutive days is classified as a long stay. Long term stays must be approved by the Secretary.

### **Is there a minimum stay for the apartment accommodation?**

Yes minimum stay for the Peel Street apartments is (7) days and two day (2) minimum for our Elamang Avenue apartments. A Standby Rate that allows for overnight stay is available seven days prior to the proposed booking in all apartments, subject to availability.

### **What happens if I cancel my booking?**

Member deposits may be transferable to another date provided written notice is given 14 days in advance and approved by the House Manager. Non-member deposits are forfeit.

### **Can I book a specific room?**

Whilst we endeavour to accommodate specific room requests, the right is reserved to move bookings within the tariff group.

### **Are guest allowed to park at the Squadron?**

One car space per guest room is included, subject to availability.

### **Is breakfast included in the tariff?**

Continental breakfast is included for all in house guests only.

### **As a reciprocal member can I make a booking for a guest?**

No, reciprocal members are not permitted to make a booking for their guests. Each reciprocal member is entitled to book one room or one apartment at any one given time.

### **As a reciprocal member do I require a letter of introduction for each stay?**

Yes, a letter of introduction is required for each stay and booking can not be taken until we receive the letter from your club. This is generally forwarded to us from your club via email. We recommend you are cc'd into the email so you know when we have received it.

## **General Booking Policy**

- All House Room rates (not apartments) include a continental breakfast served daily CCA between 7:30 – 11:00am. 11.30am Sat Sun.
- Check-out time 10:00 am.
- Extra guest \$55.00 per night.
- Maximum 4 guests per room unless confirmed otherwise.
- A non-refundable deposit of \$100 (or one nights room rate whichever the lesser) per room, per stay, is necessary at the time of booking (Member deposits maybe transferable to another date provided written notice is given 14 days in advance and approved by the Secretary).

- Any bookings over 21 days are subject to approval of Secretary.
- Bookings can only be made 1 year in advance of arrival date.
- One car park space per room subject to availability.
- Whilst we endeavour to accommodate specific room requests, the right is reserved to move bookings within the tariff group.

## **Long Term Stay**

- Definition of Long Term – Any stay over 21 consecutive days.
- Eligibility
- Long term stays are available to Squadron Members – A Squadron Member must be in residence.
- The member's account must be currently up to date.
- The stay must be approved by the Secretary.

### **Terms**

- A deposit of 1 week rent is needed to confirm the booking. This is payable at the time of the booking.
- The deposit is forfeit if the booking is cancelled within 21 days of the arrival date.
- Bookings changed or moved within 14 days of the arrival date 50% of any lost rent suffered by RSYs will be payable.
- The rent must be paid no less than 1 week in advance at all times.

### **Group Bookings Policy**

- Group bookings can be made for up to 5 rooms. Booking 3 – 5 rooms requires 50% of the booking total paid at the time of booking and the remaining 50%, 7 days prior to arrival. These payments being **non-refundable**.
- Booking 2 rooms, the standard deposit policy applies.
- Up to 3 apartment rooms may be booked in advance the other two rooms can be offered 14 days from the requested date at the discretion of the Club Secretary.
- All Bookings of 3 -5 rooms must be referred to the Membership Coordinator. They are not handled by reception.

### **Reciprocal Member Booking Policy**

- Introduction letter must be obtained before making every booking.
- One room per reciprocal member.
- Maximum 7 day stay.
- No booking for reciprocal member over the Christmas period 20<sup>th</sup> December – 3<sup>rd</sup> January.

### **Christmas New Years Booking Policy**

- Member and Members Guests only bookings over the Christmas / New Year period **20<sup>th</sup> December to 3<sup>rd</sup> January**.
- A minimum stay of 5 days is required if the period requested falls on 31<sup>st</sup> December. The 5 days must be consecutive.

### **Standby Bookings - Apartments**

A Standby Rate that allows for overnight stays is available seven (7) days prior to the proposed booking in all apartments.

## Terms & Conditions

Please read these terms and conditions carefully as these conditions incorporate the basis on which bookings for Royal Sydney Yacht Squadron are accepted. Failure to abide by these Terms and Conditions permits the Royal Sydney Yacht Squadron (the Club) to refuse the key, amend the rental or apply additional charges and/or terminate the occupancy.

### Accommodation

- The tenancy is for the period stated in the confirmation letter.
- The accommodation is for the maximum person per bed per premises booked.

### Check-out

- Check out time is strictly 10am. As we employ contract cleaners there is no flexibility that allows for a later check out. A late check out fee will automatically be debited to the credit card of the guest for a late check out and the guest hereby authorises the Club to do so.
- Keys must be returned to the Reception or charges will apply.

### Car Parking

- One car space per property booking is provided in the Club carpark.

### Cleaning

- Rooms are serviced mid-week based on an 8 night or more stay. Should you require additional services please contact reception and we will be happy to arrange this for you (charges will apply).
- Please ensure that the property is left clean and tidy when vacating. All crockery and utensils must be washed and placed back in the cupboards. All furniture must be left in the same position as it was upon check in. Charges will be made for any additional cleaning or relocating of furniture in the property.
- All rubbish and bottles must be placed in the rubbish bins provided prior to vacating. Any excess items left in the apartment will incur an additional charge.

### Credit Cards

- The Credit Card used for payment of accommodation must be in the name of the person who signs the registration card upon arrival.
- On arrival and prior to check in we require a signed manual imprint of the credit card. DEBIT CARDS NOT ACCEPTED. There will be no refund should you not have a credit card available for this imprint.
- Where a credit card is not available a \$500.00 cash deposit will be required.
- In the event of any accounts (e.g. telephone accounts, hiring charges, cleaning charges, breakages, damage to the property etc) being unpaid and becoming payable, you authorise us to

charge those accounts to you utilizing the signed credit card imprint. All charges are subject to our discretion. This authority is valid for sixty (60) days after the last day of your stay.

### **Damages, Breakages and Losses**

- All damages, breakages or losses to the property, furniture and furnishings are to be reported to the Club by the guest immediately. Should you discover a default or breakage or maintenance/safety issue when you arrive, please advise reception or we will consider those the responsibility of the current guest and charge accordingly.
- When a guest registers or an invitee of a guest enters the premises, they are deemed to have agreed to be bound by these conditions. Guests and invitees are expected to behave in a manner, which is conducive to the safety, comfort and convenience of other guests within the property.
- In the event that the property has been either damaged (whether such damage is willful or not) the Club without reference will enter a debit on the credit card of the guest and the guest hereby authorises the manager to do so. This is at the sole and absolute discretion of the Club Secretary.

### **Functions**

- Functions of any sort are not permitted and penalties apply. Any type of function, party, wedding or get-together could incur a fee of \$5,000.

### **Keys**

- Keys to your room are to be collected and returned to Reception.

### **Loss, Damage or Theft of Guests property**

- The Club takes no responsibility for personal property. The Club shall not be liable to any guests or invitees for any loss, damage or destruction to the property or any personal property brought upon these premises by the said guest or invitee. Without limiting the foregoing, personal property shall include jewellery, money and other personal effects and motor vehicles parked on premises. Guests are strongly advised to seek their own travel insurance.

### **Noise**

- Guests shall not create any noise to interfere with the peaceful enjoyment of other guests or any person lawfully using common property.
- Guests of all rooms and units shall take all reasonable steps to ensure that their invitees do not behave in a manner likely to interfere with the peaceful enjoyment of other or in any way upset the neighbours.

### **Pets**

- No pets are permitted on the premises. The guest will have their booking terminated immediately with no refund of monies paid should they be found to breach this condition.

### **Under 18's**

- All clients under the age of 18 must be accompanied by a parent/guardian or an individual over the age of 18.
- We have the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID if requested on check-in.