

# Aquinas College Booking Terms & Conditions

## 1. Making a Booking

- 1.1 By making a booking you are confirming that you are authorized to do so on behalf of all persons named in the booking and you are acknowledging that all members of your party agree to be bound by these Booking Terms & Conditions.
- 1.2 You should notify us of any amendments to your confirmed booking by email, [kerry.feng@aquinas.edu.au](mailto:kerry.feng@aquinas.edu.au), as soon as possible. Amendments are subject to availability and those made within the cancellation period (see below) may be subject to cancellation charges. (see Cancellations and Refunds)

## 2. Price Guarantee

On receipt of written confirmation the prices quoted and confirmed in writing by the College remains fixed.

## 3. Payment

A full payment of total agreed booking charge must be received in order to confirm and secure your reservation.

## 4. Security Bond/ Credit Card Authorisation

- 4.1 You must provide a credit card authorisation of \$200 when you check-in for the amount of entire cost of your stay. This authorisation may also be used to cover incidental items including but not limited to deposit for any breakages or damage incurred during your stay or cleaning charges in excess of the normal level of cleaning.
- 4.2 The pre-authorized amount is set aside by the card issuer for a period of up to 7 days from the date of pre-authorisation and the pre-authorisation will affect your available funds balance or spending limit. For more information on this practice please contact your card issuer.
- 4.3 Once a pre-authorisation has been made, Aquinas College cannot release, remove or lower the authorised amount, until we process the final account on departure. This is a restriction imposed by the card issuer, and cannot be negotiated.
- 4.4 If a guest arrives on the weekend, or after business hour, valid credit card details must be provided prior to arrival for pre-authorisation.

## 5. Payment Method

We accept most major credit and debit cards, cash and Cheques (allow 7 days transaction time)  
**A 2% credit card fee applies to payments made by American Express and Diner's Club.**

## 6. Cancellations & Refunds

In order to avoid cancellation and/or non-arrival charges, guests should observe Aquinas College cancellation policy, which is up to 60 days prior to 2 pm on day of arrival. Your payment is fully refundable if you cancel your booking 60 before your scheduled arrival date.

- Failure to cancel 60-30 days prior to your booking arrival date: 50% of your payment will be forfeited.
- Failure to cancel less than 30 days prior to your booking arrival date: The full payment of your booking will be forfeited.

## 7. SERVICES PROVIDED:

All bed linen and bathroom towels are provided for your stay. Bed linen and towels are replaced once each week on Wednesdays. Should during your stay, you require an additional full service this can be arranged at an extra fee.

## 8. Guest Courtesy

For the comfort of all our guests, we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to the College or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the College. No refunds will be made and we will not pay any expenses or costs incurred as a result of such a curtailment.

## 9. General Information

- **Opening hours:**  
Our reception is open from 8:30am until 5:30pm on weekdays. If you wish to check-in to the College out of these hours, please call the Duty Coordinator on 0432 684 905 on arrival to receive your keys & be shown to your room.
- **Check-in:**  
Your room(s) will normally be available by 2pm. If you wish to arrive earlier please contact the office to see if it is possible.
- **Check-Out:**  
We ask that you vacate your room by 10.00am. If you would like to arrange a late check-out, please contact the office to see if it is possible. All late check-outs will incur a \$35.00 fee. This will extend your stay until 5:00pm.
- **Parking:**  
The College does not have on-site parking available but there is ample free parking next to the College along Palmer Place.
- **Pets:**  
Pets are not accepted in the College excluding guide dogs.
- **Smoking Policy:**  
Smoking is not permitted anywhere on the College grounds. All bedrooms are also no smoking rooms.
- **Taxes:**  
All prices include GST.

#### **10. Additional Requests**

All additional or special requests are subject to availability and we cannot guarantee the provision for special requests. Any additional requests made should be prior to your arrival at the College, giving reasonable advance notice. Depending on the availability and type of request, additional charges may apply.

#### **11. Medical conditions**

If you or any member of your party has a medical problem or disability which may affect your stay, please call the office to advise us so that we can make provisions for the particular needs of the person(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the College reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

#### **12. Circumstances beyond our control**

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the College. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions.

#### **13. Insurance**

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

#### **14. Complaints**

If you are dissatisfied with any aspect of your stay you should bring the problem or issue to the attention of the senior member of staff at the College as soon as possible so that all reasonable efforts can be made to rectify the situation. If, for any reason, the issue cannot be resolved to your satisfaction and you wish to make a complaint, you should put it in writing and send it to the Business Manager at:

Aquinas College Inc  
1 Palmer Place  
NORTH ADELAIDE SA 5006