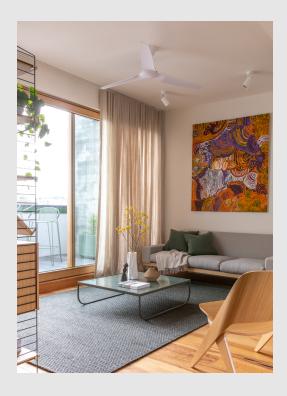
HV.Hotel Booking Policy



BOOKING AND PAYMENT

- The reservation is confirmed upon receipt of full payment at the time of booking.
- Credit card is the only accepted payment method.

CHECK-IN AND CHECK-OUT

- Check-in time is from 3pm and check-out time is by 10am.
- Early check-in or late check-out may be available upon request and is subject to availability. Additional charges may apply.
- Pre-arrival information will be sent to you 5 days before you check-in, including location details and street parking options.
- Check-in details (including key access codes) will be sent on the morning of your arrival.
- Inside HV.Hotel is a Guest Guide outlining key information in regards to your stay and local details of South Melbourne.
- Upon check-out, please follow check-out instructions emailed to you the afternoon before check-out and ensure that the apartment is tidy, and furniture and furnishings are in their original position.
- Dishes are to be loaded in the dishwasher and switched on prior to your departure.
- Please turn off all A/C units and hit the SAVE switch (to turn off all lights at power points) as you check out of the apartment.
- Please check you have all your personal items.
- Lost property A mailing and admin fee will apply for posting back any left personal items.
- If key sets are lost, a replacement fee of \$150 per key set will apply.

GUESTS

- The maximum occupancy of the apartment is 4 guests.
- A special request is required for children between the ages of walking age (~12 months) and 6 years.
- Guests will be liable for replacement and/ or repairs of any damaged or broken items. Please notify us as soon as possible if items are damaged or broken.
- Only registered guests are permitted to stay in the apartment overnight.
- Parties and loud disturbances are not allowed.

PETS

 HV.Hotel is not a pet-friendly accommodation. Pets are not allowed to enter the apartment or the building.

EVENTS, PHOTOSHOOTS AND LOCATION HIRE

- HV.Hotel is suitable for small events however these must be pre-approved prior to your stay as there may be an additional cleaning charge.
- We welcome bookings for commercial photoshoots and location hire, however this is a separate fee, a special request must be made prior to your stay. Please contact us about this. We may request the disclosure of the creative brief.
- All events must be pre-approved including the number of attendees.
- Distribution of any unauthorised material is deemed a breach of this condition and may result in immediate termination and legal action.

SMOKING

 Smoking is strictly not allowed in the apartment, on the balcony or roof yard, or anywhere throughout the building.

HV.Hotel Booking Policy



ROOF YARD ACCESS

- A shared Roof Yard exists on level 5, to the southern end of the building, which is available for use between 7am – 10pm, and should be enjoyed quietly only with the registered guests staying in HV Hotel
- Events are not allowed on the Roof Yard.
- Proper and safe use of all amenities, including the barbecue is expected.
- Any misuse or damage caused will be the responsibility of the guest and will be charged to the guest accordingly.

NOISE

 Please be aware that noise complaints are a breach of terms and conditions and may result in the termination of your booking.

CANCELLATION POLICY

- Full refund for cancellations up to 30 days before check-in, excluding an administration fee of \$30.
- If booked fewer than 30 days before check-in, full refund for cancellations made within 48 hours of booking and at least 14 days before check-in, excluding an administration fee of \$30.
- A 50% refund up to 7 days before check-in.
- No refund if cancellation is within 7 days of booking.

ISSUE RESOLUTION

- If you have any problems during your stay, please contact us at <u>hv.hotel@hipvhype.com</u> as soon as possible to resolve the situation.
- We may require service team members to access the property with prior notice to guests to resolve a maintenance issue.

LIABILITY AND INSURANCE

- HV.Hotel management are not liable for any loss, theft, or damage to personal belongings of guests.
- Please purchase your own travel insurance as the owners are not responsible for any injuries, illness or accidents that occur whilst staying.

TERMINATION

 HV.Hotel management reserves the right to terminate the stay if guests violate the terms and conditions, without refund.

PRIVACY AND DATA PROTECTION

 HV.Hotel management respects guest privacy and handles personal data in accordance with our Privacy Policy.