

# 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.

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## 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 [hv.hotel@hipvhype.com](mailto:hv.hotel@hipvhype.com) 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.