



TERMS AND CONDITIONS

1. DEPOSITS

A Deposit of one (1) night stay is required to secure each reservation. Reservations will not be guaranteed without a deposit.

For Direct & Our Website.

The balance of the tariff is due 30 days or more prior, or in case of High Season (Christmas Period – 60 days or more prior to the planned date of arrival)

Bookings made through online booking companies, Booking.com and Expedia, will be charged one (1) night stay of the total price to secure the reservation and the remaining balance will be automatically taken 30 days before arrival.

Check-in time is from 2pm. Check out time is by 10am. If apartments are available before check in time we would be more than happy to check you in earlier!
A late check-out can be arranged (depending on availability) for an additional fee.

2. CANCELLATION & REFUND POLICY

In the event that you have to cancel your stay with us, please be advised that all cancellations must be received in writing and sent to book@sailsapartments.com from the Primary email address on the confirming booking.

If the reservation is cancelled less than 30 days prior, or in the case of high season – 60 days, to the planned date of arrival, all payments are **Non-Refundable**.

If the reservation is cancelled more than 30 days prior, or in the case of high season – 60 days, to the planned date of arrival, all payments are refunded less a \$150.00 Admin Fee.

3. TRANSFERS & AMENDMENTS

Changes to your booking can be made free of charge outside the applicable cancellation booking policy. Please notify our team any changes need to be made.

All transfers and transfer conditions are up to the discretion of management and are subject to change at any time.

4. PAYMENT OPTIONS

We accept Visa and Master Card for all bookings. Alternatively bank details for direct deposits are:

Account Name: Sails Apartments
BSB: 082 356
Account: 403774684
Reference: Booking Surname

COVID-19 AFFECTED BOOKINGS ONLY

If your booking is *directly affected by COVID-19, we have adjusted our Cancellation Policy to provide you with the following: refers to bookings where your travel plans are directly impacted by last minute border closures and lock downs only.

Transfer your deposit: You will have flexibility to transfer your full deposit to any booking you make up to 2 years from your cancellation.

Prices are in accordance with the relevant tariffs when nominating your new booking dates.

5. OTHER INFORMATION

Pets:

Pets of any kind are NOT allowed at Sails

Secure Parking:

One (1) allocated secure underground parking space is available for each apartment (some apartments have two (2) allocated spaces. Extra parking for in-house guests is also available on ground level. Our underground carpark is 2.5 height.

Smoking:

There is no smoking in any apartment. However, smoking is permitted on balconies. Please dispose of your cigarette's thoughtfully. If an apartment is unable to be re-let due to odour from smoking you may be liable for a minimum of one (1) night's accommodation.

Wi-fi:

Free Wi-Fi is available to guests.

We look forward to having you at Sails Apartments, Forster.