



Terms and Conditions

Errors

Argus Apartments Darwin ensures, to its best effort, that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Argus Apartments Darwin does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

General Information

Check-in Time

Check-in time at Argus Apartments Darwin is 2pm. Check-in before this time is subject to availability, additional charges, occupancy and room type reserved.

Check-out Time

Check-out time at Argus Apartments Darwin is 10am. Check-out after this time is subject to availability, additional charges, occupancy and room type occupied.

Early Check-in

If a guest requires a guaranteed check-in for arrival prior to 2pm then pre-registration is required. Pre-registration is where the guest has booked and paid the night prior to guarantee availability of the room for immediate check-in.

Late Check-out

Late check-out past the check-out time can only be confirmed and organised on the day of departure or on some occasions the day prior to departure. To guarantee a late check-out past the check-out time the guest needs to book and pay the night of departure.

Guest Registration

All guests are required to complete a guest registration card on check-in including name, address and signature. For regular guests this will be required on all stays as a record of your stay at the Apartments. All guests occupying the room must register their name on the registration card. If all guests occupying the room are authorised to charge services back to the room, all guests must sign the registration card for signature verification purposes. All guests in apartments must be registered with reception. Due to security reason if a person is not registered to the apartment they will not be granted access to the apartment.

Credit Card Authorisation and Cash Deposit

Every guest is required to provide a credit card pre-authorisation at check-in for any incidental or damage charges that may be incurred during their stay, as well as room payment if required. The card will be processed for a minimum of \$200 as a pre-authorisation where the money is placed on hold but not withdrawn from the account. In the instance where the guest will be paying their room on departure, the pre-authorisation will proceed for the total of the accommodation value plus an additional minimum of \$200 for incidentals or damages. On check-out the pre-authorisation will be released if there are any charges that need to be settled on departure. This transaction will release the hold on the money. If no transaction is processed on departure the hold will last for a period of up to seven days before automatically being released by the bank. If the guest does not want to use a credit card a minimum cash deposit of the full apartment rate will be required as well as \$200 cash security deposit. Penthouse security deposit is the same value of the penthouse apartment rate. Visa Debit or Mastercard Debit will not be accepted as a pre-authorisation credit card. This is due to the fact they deduct the funds straightaway instead of holding the funds. Please produce another credit card or it must be taken as pre-payment.

Identification

All guests are required to provide identification (ID) during check-in for security purposes. ID may also be requested at various times by staff, in accordance with the security policy and procedures.

Number of Guests Per Apartment

The maximum number of guests per Apartment may vary depending on room type and bedding available in the room. Confirmation of availability of room type, required bedding and number of guests should be made at time of reservation. The maximum number of guests per apartment type is as follows:

- 1 BRM Apartment 2 adults (additional adults charges apply) Max 3
- 2 BRM Apartment 4 adults (additional adults charges apply) Max 5
- 3 BRM Apartment 6 adults (additional adults charges apply) Max 7

There are no additional charges for infants and children, however if you require foldaway beds this does incur a fee.

Minimum Age

Each Apartment must have an adult aged 18 years and older. There are no exceptions to this policy.

Additional Bedding

Additional bedding can be either a rollaway or a sofa bed and is in addition to the existing bedding in the room. The room type requested will determine if a rollway bed or sofa bed is available for use and the room can accommodate the extra bedding. Additional fees are applicable for extra bedding and are charged at the extra bedding of \$40 per night. Cots are available for use and should be confirmed at time of booking. Cots are provided at no additional fee.

Non Smoking Policy

Argus Apartments Darwin is a 100% non smoking property with no smoking allowed throughout the Apartment Building. Guests are required to initial on the guest registration card that they are

aware of our non smoking policy. Any guest found in breach of Argus Apartments Darwin's non-smoking policy may be charged additional cleaning fees (\$200 minimum charge) and loss of revenue compensation. Guests who fail to comply with the non smoking policy may be requested to vacate their apartment and the premises, and forfeit any deposits made.

Car Parking

Argus Apartments Darwin offers a car parking service for all guests and is subject to availability at time of arrival. It is recommended that car parking be advised at time of booking to assist with accommodating the guest's needs. A limitation of one car per room is applicable. No discounts are applicable for day or night use or early check-out and check-ins. Guests are required to sign a car parking authority on check-in confirming the number of nights and value of car parking charges applicable (subject to change dependent on any changes to guest reservation and needs). This service is provided by Argus however Argus Apartments Darwin accepts no liability for any loss or damage of personal items whilst in the car park. Argus Apartments Darwin also accepts no liability or responsibility for any damage occurred to the vehicle whilst in the car park. Argus Apartments Darwin recommends all guests to have full and comprehensive insurance so any potential claims can be covered by insurance.

Facilities Provided Where Additional Charges are Applicable

Additional fees and charges are applicable for the following facilities and services provided by the Apartments – Broadband Internet and Guest Room Telephone. These charges are to be paid on departure by the guest unless prior arrangements have been made in writing, for verification and accounting purposes, with Argus Apartments Darwin.

Barbeque Area

A BBQ grill is provided in the pool area for guests free of charge. However, if used, guests are expected to clean up after themselves and the barbeque area. If guests fail to maintain the cleanliness of the grill to a reasonable standard, a surcharge of \$50 will be charged to the guest's account.

Housekeeping Services

Housekeeping will service every guest apartment daily between the hours of 8am to 4.30pm seven days a week. It is Argus' policy that every guest room is accessed by an employee for housekeeping purposes on a daily basis. If you do not wish to have your room serviced daily please advise the reception staff. The housekeeping sign must be on the apartment door by 9am.

Complimentary Guest Items

Argus Apartments Darwin provides a range of items on a complimentary basis in every guest room. This includes tea and coffee facilities (coffee, tea bags, sugar and small milk pack) and a range of bathroom items (soap, shampoo, conditioner, body lotion, shower gel, grooming kits & shave sets). Additional supplies can be requested and Argus Apartments Darwin reserves the right to charge for these additional supplies.

Breakages and Damages

Argus Apartments Darwin exerts its best effort to provide you with the basic necessities and other bonuses for luxury and comfort. If these items are found damaged please report them to Reception immediately for replacement. For the inventory list please refer to the Directory of Services found in the Argus compendium. Argus Apartments Darwin reserves the right to charge your account with any damaged or missing items that have not been reported upon check-in.

Reservations

To Make a Reservation

You must be at least 18 years of age to make a booking of any accommodation displayed on our site. Guests must submit a valid credit card when completing the credit card form. All care must be taken by the guest to ensure that the information provided in the credit card form is correct. Argus Apartments Darwin takes no responsibility for any incorrect information submitted. The person affecting the reservation is deemed responsible for accepting the reservation conditions on behalf of the persons named in the reservations

Names

Names for all reservations must be given at the time of booking. Any name changes must be made in writing and confirmed in writing by Argus Apartments Darwin. Argus Apartments Darwin will only check-in and grant access to guests registered to the room.

Overbooking

In the rare event that Argus is unable to provide the confirmed apartments, Argus reserves the right to provide alternative accommodation at another complex of similar category or standard for reservations confirmed in writing by Argus Apartments Darwin.

Availability

All accommodation requests are subject to availability at time of booking. If the company has been issued a room allotment then confirmation will be granted based on availability of rooms on allotment granted. If the allotment has been utilised in full for the dates requested, then bookings above allotment will be on a request basis and subject to availability.

Rates

All rates are quoted in Australian Dollars and are non-commissionable. All rates include a 10% Goods and Services Tax. Rates may increase without notice due to any changes or imposition of government charges, taxes or levies. Rates as advertised on Argus Apartments Darwin website are subject to change at any time and may increase or decrease at the apartments discretion. Rates as shown are based on 1 Bedroom (2 people), 2 Bedroom (4 people) & 3 Bedroom (6 people), (please refer to bedding configuration) and are subject to availability.

Parties

Argus Apartments Darwin has a strict **No Parties Policy**. If anyone is found to be having a party on the premises they will be asked to leave and all monies (security deposit & accommodation rates) paid will be forfeited.

Argus Apartments Darwin Website

The rates as advertised and available on the Argus Apartments Darwin Website Online Reservations are only available by booking online and are subject to the terms and conditions of the online booking system and policies.

Special Event Period and Public Holidays

A 15% surcharge is applicable for the following Special Events – Arafura Games, V8 Supercars, Darwin Cup, Christmas Day, New Years Eve and New Years Day. This surcharge is applicable for all reservations booked over these periods. Event dates are subject to change and are beyond the control of Argus Apartments Darwin.

Additional Person Fees

Additional person fees are applicable for the additional adult occupying the room (refer to rates for max adults). Additional person fee is \$40p/night, if they require a foldaway as well this is \$40p/night. Extra linen fees apply for more than the linen originally supplied in the apartment.

Children 0-12years

Infants up to two years utilising a cot are free of charge. Up to one child 12 years of age or younger is free of charge, when sharing a room with their parents using existing bedding. Additional bedding is charged at \$40p/night.

Visitors

Every guest of Argus Apartments Darwin may invite visitors to their apartment. However, they must fill in the visitor log when they arrive and sign themselves out when leaving. If the visitor fails to sign out the guest must pay the additional guest fee of \$40 per person. Please ensure your visitors sign out when leaving to avoid surcharge fees.

Cancellations

Cancellation Policy & Fees

Bookings cancelled 48 hours or less prior to arrival will incur a 100% cancellation fee equivalent to the total value of the reservation. Email reservations@argusdarwin.com.au if you wish to cancel your booking. *No phone cancellations will be accepted.*

No Shows


Guests who do not show for their confirmed reservation will incur a 100% no show fee equivalent to the total value of the reservation.

Payments & Credit Facilities


Payment

Pre-authorisation on guest credit card will be processed on arrival at Argus Apartments Darwin. This will include the total of the guests stay and \$200 bond for incidentals. Please note that any incidentals incurred during the guest stay will require payment on departure. Guests must submit a valid credit card when completing the credit card form. All care must be taken by the guest to ensure that the information provided in the credit card form is correct. Argus Apartments Darwin takes no responsibility for any incorrect information submitted.

Credit Card Surcharges



When paying by credit card the following surcharges will apply;

AMEX 3.05%	
MasterCard 1.5%	
Visa 1.5%	

Due to processing requirements, on occasion we will be unable to confirm a reservation immediately.

We intend to provide you with all the services that you request from us, however, we are unable to offer a guarantee.

All information is correct at time of publication.

Argus Apartments Darwin makes no warranty or representation about the suitability of any product or service purchased by the customer.