



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

Check-out Time

Check-out time at Argus Apartments Darwin is 10am. Check-out after this time is subject to availability. Late check-out after the check-out time can only be confirmed and organised on the day of departure or on some occasions the day prior to departure. Fees may apply. To guarantee a late check-out after midday 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 incidentals or damages that may be incurred during their stay. The card will be processed for a minimum of \$200 as a pre-authorisation; the money is placed on hold but not withdrawn from the account. Upon departure when the total account is settled, the balance remaining from the pre-authorisation will be released. If no transaction is processed on departure the hold will last for a period of up to five

working days before automatically being released by the bank. If the guest does not want to use a credit card a cash deposit of \$200 will be accepted. Penthouse security deposit is \$500.

In the instance of a long term booking, a period of more than 14 nights or 2 weeks, the payment will be taken for one week's worth of accommodation plus a minimum of \$200 to cover for incidentals and/or damages. **Account payment will be required on a weekly basis.**

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.

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.

Minimum Age

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

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 will be charged a \$1,000 fine 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. 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.

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. Please note we do not service apartments on Sundays and Public Holidays.

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 red 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. **Please note that a credit card must be submitted upon booking for all 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. Further to that, a fine of \$1,000 will be charged to the account.

Noise Policy

As you can appreciate Argus Apartments Darwin is a residential holiday apartment complex. To ensure every guest enjoys their tranquillity, all noise levels within the building and its grounds must be kept to a minimum at all times. The following guidelines for noise control must be adhered to.

1. After 9.00pm only registered guests sleeping in the apartment will be allowed to enter the building.
2. At 10.00pm all friends of guests that have been visiting must leave the premises. Failure to do so will incur a \$40.00 charge per person remaining past 10.00pm. This will be added to your room account. NB All guests and visitors must be registered.
3. After 9.00pm all noise levels are to be kept to a minimum to allow other guests and their children within Argus to enjoy their rest. If requests to minimise noise levels are ignored then everyone within that apartment will be made to leave and full accommodation charges will apply.
4. Any person found throwing any items or rubbish off balconies (this includes cigarette butts) will have a \$100.00 fine added to your account for each item plus any damages/fines that may transpire.

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 Special Events – For example but not limited to– Easter, Arafura Games, V8 Supercars, Darwin Cup, Christmas Day, New Years Eve and New Years Day etc. 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.

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.

Lost Property

Any lost property will be held for up to four weeks. Any perishable items, toiletries or alcohol will be disposed on the morning of your departure. Argus Apartments Darwin will not take responsibility for items left behind.

Payments & Credit Facilities

Payment

Payment for your accommodation is required upon arrival at Argus Apartments Darwin. A pre-authorisation or a deposit of \$200 is required for security and incidentals. Penthouses require \$400 security deposit. 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 apply to American Express payments.

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.