

Dec 2022

PRONTO APARTMENTS – Terms & Conditions

- All guests are required to pay a refundable Incidental Deposit of \$400.00 – you are required to complete a registration form, sign Ts&Cs (this doc), show Photo ID & pay this deposit on arrival. Management reserves the right to withhold any unpaid monies from your Incidental Deposit.
- Children are to be supervised always – running in carpark, walkways and stairs is prohibited.
- As with any Hotel, you are expected to have your accommodation paid for upon check-in or prior to the expiry of previous payment if staying longer. Failure to pay on time means you must hand keys to the Office by 10am check-out the following day.
- Pronto Apartments is a short-stay accredited tourist accommodation provider; guests may choose to stay on for medium-long term on the same basis as upon arrival.
- No visitors after 10.30pm – noise is to be kept to a minimum and we reserve the right to ask people to depart the premises at any time. You are responsible for your guest's behaviour. Music & instruments are to be played quietly during the day only.
- Visitors are to park in the Visitors Bays at the front of the building. The management bears no responsibility for any vehicles either guest or visitor.
- If cigarette smoke, incense, or open flame candle of any kind (including tea-lights) is detected, this will result in instant loss of Incidental Deposit.
- Strictly no pets or animals of any kind – breach will result in loss of Deposit and departing.
- On departure, Apts are to be left as found (except linen): cleaning costs beyond 2-hours will be deducted from Incidental Deposit @ \$50.00 per hour (ask staff if need guidance).
- After 4 weeks then every 8 weeks, there is an apartment check and Units are to be as on arrival – ask staff if need guidance. Management will notify in writing & provide a Report (serious deficiencies will result in the end of stay). Any damage is to be repaired by Pronto Management with costs deducted from your Incidental Deposit (deposit will need to be replenished to \$400.00 by next payment date).
- If for any reason you are suspected of part-taking in any form of illegal activity, you will be asked to depart the premises effective immediately.
- We have zero tolerance for anti-social behaviour or for those who are disrespectful to others and their right to live in a safe and peaceful environment. Breaches will result in immediate end of your stay.
- Failure to adhere to these rules or reasonable standards will result in the end of your stay and departure by 10am the following morning. The Management reserves the right to ask anyone to leave at any time without reason.

GUEST SIGNATURE: Read & agreed:

DATE:

Helmac Holdings PTY LTD
Trading as 'Pronto Apartments'
ABN 85009342287