



## Waterfront Terraces - Policies

### Stand-By Rates

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Our office carries stand-by rates and specials that are adjusted daily please feel free to contact us via phone or email for details. If you have special requirements for bookings, please feel free to contact us at 07 4031 8333 or [info@waterfrontterraces.com.au](mailto:info@waterfrontterraces.com.au)

### Apartment Capacity

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1 Bedroom Apartments: Sleep 2 adults in the queen-size bedroom, plus 1 extra adult or 2 children on the sofa bed in the living room.

2 Bedroom Apartments: Sleep 4 adults in a queen-size bed and 2 twin beds, plus 1 extra adult or 2 children on the sofa bed in the living room.

Extra Adult Per Night \$28

Extra Child (3-14 years) Per Night \$18

Children Under 3 years Free of charge when using existing bedding

Cots & High Chairs \$8.80 per night or \$45.00 per week

### Cancellation Policy

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- A deposit of 1 night's accommodation will be charged to your credit card upon confirmation of reservation by Waterfront Terraces or as stipulated in the original offer and governed by the conditions in that offer.
- The balance of payment for a reservation will be charged to your credit card upon arrival at Waterfront Terraces.
- No refunds will be available for tours booked and cancelled within the penalty period of the operators (usually 24 hours but refer to the individual company policies for details).
- You can cancel free of charge until 30 days before arrival
- You will be charged the first night rate if you cancel between 30 and 3 days from arrival
- You will be charged full rate if cancelling within 48 hours or non-arrival.
- Travel insurance is recommended.

### General Terms and Conditions

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1 nights' deposit is payable when booking with the balance of the accommodation payable upon check in and incidentals to be guaranteed by credit card. Please note that the accommodation is input taxed (GST credits cannot be claimed).

Unless confirmed in writing, all room rates are strictly based on 2 persons for a one bedroom apartment and 4 persons for a two bedroom apartment. Additional guests arriving on the day or found to have occupied the room will be charged at current extras person rates. (as per above)

A check in between midnight and 8am is regarded as a late check in of the previous day. We will not be responsible for arrivals checking in or out incorrectly so please check your arrival and departure date carefully.

There is a Resident Manager available to help with your stay and full Tour Desk for booking trips.

Waterfront Terraces does not have 24 hour Reception. Check-ins after 5.00pm or Noon on Sunday and Public Holidays can be easily arranged please contact our Office prior to your arrival.

Waterfront Terraces, 233 Esplanade, Cairns City, Queensland, Australia 4870

T: (07) 4031 8333 | E: [info@waterfrontterraces.com.au](mailto:info@waterfrontterraces.com.au) | W: [www.waterfrontterraces.com.au](http://www.waterfrontterraces.com.au)