



## Terms and Conditions of GBS Accommodation

Hello!

Thank you for booking your accommodation with GBS!

Here is the important stuff. Please have a read of the information below. Your acceptance of the selected accommodation match indicates that you agree to the Terms and Conditions below. Please contact the GBS team should you have any questions or concerns about the information. If you do not agree to the above Terms and Conditions, please notify the GBS team immediately, as your accommodation arrangements may be cancelled - and of course none of us want that! We are happy to help and want to ensure you are comfortable and happy with your arrangements.

We are happy to have you as part of the GBS Family! Safe travels, and enjoy your stay in Australia!

## Terms and Conditions

### Accommodation Inclusions

Your accommodation includes private room, bedding, access to any common areas to the property, and utilities. Options: if you selected and paid for WiFi and/or a meal service, this is also included. Please be mindful of your water usage, as water is a precious commodity in Australia. Please also remember that not all homes have air conditioning and heating as our climate is quite mild. Bedding will be provided that is suitable to the seasons. There are no additional costs charged to you.

### Airport Welcome Service

GBS offers small group and private one-way or round trip airport transfer services.

- An after-hours surcharge of \$80 is applied for arrivals after 8pm and before 6am
- Small group transfers are quoted based on arrival numbers

### Payments

Guests are required to pay their accommodation fees in advance. Payment to extend must be received a minimum of 7 days prior to current paid accommodation ending, to allow for extension, see your invoice for specific due dates. These payments are then processed and paid directly to the accommodation provider weekly. If you are late in payment, your accommodation provider will be immediately notified. Should you have any issues with your payments, please notify GBS immediately so that we can assist as failure to pay will result in loss of accommodation. Guests are not permitted to enter into direct payment arrangements with GBS accommodation providers under any circumstances. Payments can be made in full on commencement for the required stay if desired and are held by GBS and distributed weekly to the accommodation service.

#### **Surcharges on payments:**

Credit Cards / Paypal 3%  
Offshore Money Transfers AUD\$12  
Onshore (Australia) Money Transfer \$NIL

#### **GST (Australian Tax)**

Offshore payments are not subject to all GST taxes under Australian Law  
Onshore payments are subject to 10% GST on select items identified on invoice

### Duration of Stay

The minimum stay with GBS accommodation is initially for two weeks. Accommodation will continue until an end date within the agreed notification time is provided to GBS, or the start and end dates of the accommodation are confirmed at time of booking. You must give GBS a minimum of one week's notice to vacate the property if you are not on a Study Tour with a Group of Students. Please note that your



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accommodation provider must also give you a minimum one week's notice should they require you to vacate. Should you choose to vacate with less than a week's notice, you will still be required to pay for the full week. An exception to this is if deemed by the Education Provider, student's agency or at GBS's discretion that it is in the best interest of all parties for an immediate move. If you wish to stay for a short period then nightly rates are \$150 per night inclusive and are subject to availability of GBS accommodation.

### **Complaints Process**

Should you have any issues with your accommodation that cannot be worked out by speaking with your accommodation provider, please email GBS ([contact@globalbookingservices.com](mailto:contact@globalbookingservices.com)) so that we can assist.

### **Cancellations**

**Peak season** (1 Dec to 31 March / 1 June to 31 August ): Should your circumstances change outside of your control more than 14 days from arrival, we will accept your cancellation minus the membership fee and refund any weekly fees paid. GBS will not refund any fees for cancellations within 14 days of your arrival at their absolute discretion. Please contact us should you have any further questions regarding cancelling your booking.

**Off peak season** (1 April to 31 May / 1 September to 30 November): Should your circumstances change outside of your control more than 7 days from arrival, we will accept your cancellation minus the membership fee and refund any weekly fees paid. GBS will not refund any fees for cancellations within 7 days of your arrival. Please contact us should you have any further questions regarding cancelling your booking.

### **Guest Refund Policy**

If you experience an issue with your travel, GBS will either (i) reimburse you up to the amount paid excluding the membership fee, depending on the nature of the issue, as determined at GBS's discretion, or (ii) use our reasonable efforts to find and book you another accommodation for any unused nights left in your reservation. All determinations of GBS with respect to the Guest Refund Policy, including without limitation the size of any refund, shall be final and binding on the guests and hosts.

If there are any grievances regarding your accommodation, please contact GBS as soon as possible so that we can investigate. This is part of the complaints process. If the guest fails to provide minimum notice for the booked accommodation nights, then no refund is applicable to the guest and the balance of nights will be forfeited up to a maximum of 1 week. The membership fee is non-refundable.

Thank you for choosing Global Booking Services  
*"A safer choice in student accommodation"*