

## Policy and Procedures

When a booking is made it is accepted that the person making the booking and other people staying associated to the booking agree to Forté terms and conditions.

All accommodation is smoke free; therefore smoking inside the units is not permitted. Extra cleaning cost will be incurred should there be evidence that smoking has taken place inside the unit.

Full payment of accommodation is required on booking of accommodation.

Photo identification is required at check-in to be photocopied. This is to be a current driver's license, passport or proof of age card.

School holidays and special events cancellation policy requires a 30 days notice all other periods require 48 hours notice. Should a cancellation occur within these periods a cancellation/administration fee may apply.

No pets are allowed on the property.

### Forté Leavers Policy

1. Forté will not accept any bookings where all clients are under 18 years.
2. Forté do not accept 'Schoolies' bookings. We do not have the policies, procedures or resources to accommodate the unique needs of school leavers during the annual Schoolies Period. In particular we do not have adequate resources to engage qualified security personnel to guarantee the safety, comfort and convenience of our guests during this period. For this reason we reserve the right to reject bookings from school and/or university leavers for the period 18 November to 17 December.
3. Forté advises If you still choose to book your accommodation with us and it turns out that you are school leavers, or you have school leavers in your party your booking will be cancelled and cancellation fees will be at the discretion of management.