

MiHaven Student Living (MSL) Booking Terms & Conditions

1. Contract

By booking accommodation with MSL you are deemed to have agreed to these Booking Terms & Conditions and your booking will be accepted by us on this basis. The services to be provided are those referred to in your Reservation Confirmation. The Resident acknowledges that any charges or payments to MSL are authorised in accordance with the amounts specified in the Reservation Confirmation or in writing by MSL as per the MiHaven Accommodation Management Pty Ltd (314011)

2. Security Deposit Requirement

You are required to pay a deposit of 2-4 weeks rent, depending on length of booking advised at the time of booking, within 72 hours of receiving your Reservation Confirmation. Security Deposit can only be paid by authorised credit card payment and will incur an additional bank charge of 2.2% per transaction. Accepted credit cards are Mastercard, VISA, AMX, JCB. Your security deposit will be refunded once the room has been checked and no damage noted following check out.

3. Resident Details

An estimated time of arrival is required to be advised to MSL prior to check in and the Resident must complete and sign our Registration Form, provide photo identification and may be required to show identification, if requested. All Residents will be formally contacted before, during or after their stay on SMS or email provided on the signed Registration Form. After checking in to MSL an Induction will be undertaken with an MSL representative.

4. Accommodation Payments

When your booking is accepted, we will issue a Reservation Confirmation. A contract will exist between us from the date we receive your security deposit. Please refer to your Reservation Confirmation for details regarding accommodation payment amounts. Minimum first two weeks accommodation charge is due in full 14 days prior to check in. Rent is payable a minimum of 2 weeks in advance with direct deposit set up for fortnightly payments from check in.

5. Residential Tenancies (26 weeks+ residency)

For long term leases tenants and MiHaven Student Living will abide by conditions set by the Residential Tenancy Authority (RTA) with a formal agreement signed outlining notice periods and responsibilities. Tenants will pay an initial bond of 4 weeks lodged with the RTA in addition to the weekly rent paid 2 weeks in advance. For further details refer to www.rta.qld.gov.au

6. Prices and surcharges

All quotes, confirmations, charges and amounts are in Australian Dollars and inclusive of GST (1-27 days 10%; 28 days 5.5%). Our accommodation prices are subject to minimum stays and if booking dates change the amount quoted may vary.

During residency, other charges may be:

- Lock out fees - \$20.00 per lock out
- Loss of access key/card or failure to return - \$50.00 per replacement
- Any additional required or requested cleaning or servicing – at cost
- Breakage or damage of our premises or belongings – at cost
- Room only packages will be charged \$110 for the vacate clean and replacement of the mattress protector.

7. Check In details

- Reception is open Mon – Fri 9am – 5pm (except public holidays) where guests are asked to check in at 92 Martyn Street Paramatta Park, to complete the arrival induction and will be taken to their allocated property.
- For check in outside of office hours, instructions will be sent via email or mobile phone, with key safe pin # details at allocated property with welcome letter and details about their accommodation room allocated.
- Onsite resident duty officer will check in with all guests and arrange a suitable time to finalise induction of property or assist with afterhours emergencies. They can be contacted on 0477 123 178.
- Check in time is from 2pm and check out 10am. Should you wish to guarantee early access to rooms or late check out please book the night pre/post so we can accommodate.
- Special request for female exclusive apartments or ground floor accessible rooms will be confirmed at time of reservation (Subject to availability)
- MSL reserves the right to allocate guest room across their 3 properties to best accommodate all guests. Accommodation will be comparable standard of what is confirmed and booked

8. Cancellation Policy

1-26 Week Stay Cancellation Policy

If you cancel some or all portion of your booking, cancellation charges will apply. A cancellation will only be effective when we receive written confirmation of the cancellation. If you cancel your booking:

- More than 15 days prior to check in or if a visa is declined to enter Australia- a full refund will be made
- 15 days or less prior to check in - loss of security deposit
- Failure to arrive – loss of security deposit
- Amendments after check in - 2 weeks written notice is required, or a cancellation fee of the security deposit will apply
- Should your stay reduce, rate may be recalculated and updated to pricing reflecting duration of stay packages available.

Long Term lease agreement Cancellation Policy

If you cancel some or all portion of your booking, cancellation charges will apply. A cancellation will only be effective when we receive written confirmation of the cancellation. If you cancel your booking:

- More than 15 days prior to check in – a full refund will be made
- 15 days or less prior to check in – loss of security deposit
- After check in –RTA Rooming Accommodation Agreement terms and conditions apply.

9. Exclusions & Requirements

Full details of your accommodation cost is included in your Reservation Confirmation.

Residents must be 18 years or older to be accommodated at MiHaven Student Living premises.

Guests are not permitted to stay overnight on MSL premises.

Guests must leave MiHaven Student Living by 10pm each night.

10. Acceptance of Risk

You acknowledge that MiHaven Student Living do not take responsibility for your stay in Cairns, your personal items at MiHaven Student Living or your travel arrangements. We contract with a network of companies, agencies, schools and individuals to provide accommodation services. We are not responsible for the acts and omissions of these third parties. To the fullest extent permitted by law any liability for any loss, death, injury or damage which you may suffer (directly or indirectly) in connection with or arising out of your accommodation at MiHaven Student Living, or any breach of the Booking Terms & Conditions, is excluded; you release us and our officers, employees, agents and representatives from any liability and expressly waive any claims you may have against us arising out of or in connection with your accommodation at MiHaven Student Living.

Any claim by you is excluded to the extent that it is for indirect or consequential loss, loss of profits or economic loss, however it arises, or for indirect, special, punitive or exemplary damages.

11. Privacy policy

Any personal information that we collect about you may be used for any purpose associated with the operation of accommodation or to send you marketing material in relation to our events and special offers. The information may be disclosed to our agents, service providers or other suppliers



to enable us to operate our services. This is included in your Registration Form Declaration. We will otherwise treat your details in accordance with our privacy policy (available for viewing on our Website).