



Palmilla

Terms & Conditions

Palmilla

LUXURY HOLIDAY ACCOMMODATION



Guest Terms & Conditions

159 Cowell Drive, Burleigh Heads QLD 4220

Welcome to Palmilla. We want every guest to enjoy a luxurious, relaxing and memorable stay. To protect our property, guests and surrounding community, the following Terms & Conditions apply to all bookings.

By confirming a booking and staying at Palmilla, the booking holder acknowledges and agrees to these conditions and accepts responsibility for ensuring all accompanying guests comply.

Palmilla

1. BOOKINGS & OCCUPANCY



- Only registered guests included in the booking are permitted to stay overnight.
- The maximum number of overnight guests must not exceed the approved booking occupancy.
- Additional visitors require prior approval from Palmilla management.
- Check-in and check-out times must be observed unless otherwise agreed in writing.
- The booking holder must be at least 18 years old and is responsible for all guests and visitors.

Palmilla

2. CARE OF PROPERTY & DAMAGE



- **Guests must treat Palmilla, its furnishings, appliances, fixtures and outdoor areas with reasonable care.**
- **The booking holder is financially responsible for damage, breakages, missing items or excessive cleaning caused by themselves or their guests, excluding fair wear and tear.**
- **Any existing damage must be reported upon arrival. Any new damage, accident or maintenance issue must be reported immediately.**
- **Furniture and household items must not be removed from the property. Any furniture moved during the stay must be returned to its original position.**
- **All cooking facilities (cooktop, oven, microwave and BBQ) must be thoroughly cleaned prior to departure.**

Palmilla

3. SECURITY BOND & ADDITIONAL CHARGES



- A refundable security bond of \$1,000 applies unless otherwise specified in the booking agreement.
- Palmilla management will inspect the property following departure.
- The bond will be refunded within five (5) business days, provided no damage, missing items or additional charges are identified.
- Reasonable repair, replacement or additional cleaning costs may be deducted from the bond, supported by appropriate evidence and quotations or invoices.
- Where costs exceed the bond, the booking holder is responsible for the reasonable outstanding amount.
- Guests will be notified of any proposed deductions and provided with supporting information.

Palmilla

4. POOL, FIRE PIT & GENERAL SAFETY



- Use of the swimming pool, fire pit, BBQ and other amenities must be responsible and in accordance with safety instructions.
- Children must be actively supervised by a responsible adult at all times, particularly around the pool, stairs and outdoor areas.
- No diving, glassware or unsafe behaviour is permitted in or around the pool.
- Pool gates must remain closed and secured. Guests must not interfere with pool safety equipment.
- Fires must never be left unattended and must be fully extinguished after use. Fire restrictions must be observed.
- Guests must promptly report any accident, injury, hazard or safety concern to Palmilla management.

Palmilla

5. CONDUCT, NOISE & EVENTS



- **Palmilla is situated within a private residential estate. Guests must respect neighbouring properties and residents.**
- **Outdoor noise must be kept to a minimum after 10:00 pm, with excessive or disruptive noise prohibited at all times.**
- **Parties, events, functions or gatherings involving additional visitors are strictly prohibited without prior written approval.**
- **Illegal activities, dangerous conduct, prohibited drugs and weapons are not permitted.**
- **Serious or repeated breaches may result in termination of the booking and removal from the property, subject to applicable law.**

Palmilla

6. SMOKING & VAPING



- **Palmilla Smoking and vaping are strictly prohibited inside Palmilla.**
- **Smoking and vaping are permitted outdoors only, provided smoke does not enter the residence.**
- **Cigarette butts and related waste must be disposed of safely and appropriately.**
- **Additional cleaning or damage costs resulting from smoking may be charged to the booking holder.**

Palmilla

7. PETS



- **Palmilla Pets are welcome subject to prior approval.**
- **Pets must not be permitted on indoor furniture or bedding.**
- **Owners must clean up and appropriately dispose of all pet waste.**
- **Pets must be supervised and must not cause excessive noise, damage or disturbance.**
- **The booking holder is responsible for reasonable costs associated with pet-related damage or additional cleaning.**

Palmilla

8. PROPERTY SECURITY & PARKING



- All doors, windows and garage access must be secured whenever guests leave the property.
- Keys and garage remotes must be returned to the designated lockbox upon departure.
- Lost keys, remotes or security-related damage may incur reasonable replacement costs.
- Vehicles must be parked in designated parking areas only. Parking on yellow lines or within turning areas is prohibited.
- Guests are responsible for securing their own vehicles and belongings.

Palmilla

9. CLEANING & DEPARTURE



Before departure, guests must:

- Adhere to the designated departure time of 11am. Late check outs will only be considered with prior notice in written form.
- Remove personal belongings, food and beverages.
- Empty indoor rubbish bins into the designated outdoor bins.
- Wash dishes and empty dishwashers.
- Return furniture, remotes and household items to their original locations.
- Leave the property in a reasonably clean and tidy condition.
- Secure the residence and return all keys and remotes.
- Additional cleaning charges may apply where the property is left excessively dirty or requires cleaning beyond normal holiday accommodation use.

Palmilla

10. CANCELLATIONS, REFUNDS & CHANGES



- Cancellation and refund entitlements will be governed by the cancellation policy provided at the time of booking and applicable Australian Consumer Law.
- All cancellation requests must be submitted in writing.
- Changes to booking dates are subject to availability and written approval.
- No refund is automatically payable for unused nights, early departures or changes of personal plans.
- Where circumstances beyond reasonable control affect the booking, Palmilla will assess available options in accordance with applicable law and the booking agreement.

Palmilla

11. LIABILITY & PERSONAL BELONGINGS



- Guests are responsible for taking reasonable precautions for their own safety and that of accompanying guests and visitors.
- Palmilla is not responsible for lost, stolen or damaged personal belongings unless liability arises under applicable law.
- Guests are encouraged to obtain suitable travel insurance.
- Nothing in these Terms & Conditions excludes or limits any rights or protections that cannot lawfully be excluded under Australian law.

Palmilla

12. MANAGEMENT ACCESS & BREACH OF CONDITIONS



- **Palmilla management may access the property with reasonable notice for necessary maintenance, inspections or repairs, or without notice where reasonably necessary in an emergency.**
- **Management reserves the right to address unsafe behaviour, property misuse or breaches of these conditions.**
- **Serious breaches may result in termination of accommodation, subject to applicable law.**
- **Any additional charges must reflect reasonable costs or losses arising from the breach.**

Palmilla

GUEST ACKNOWLEDGEMENT



- By signing below, I confirm that I have read, understood and agree to Palmilla's Terms & Conditions. I acknowledge my responsibility as the booking holder for the conduct of accompanying guests and visitors, and for reasonable costs associated with damage, breakages, missing items or additional cleaning arising during our stay.
- I understand that any applicable security bond may be used towards these costs and that reasonable charges exceeding the bond may remain payable.

- Booking Holder: _____
- Booking Dates: _____
- Signature: _____
- Date: _____

PALMILLA | BURLEIGH HEADS

- 159 Cowell Drive, Burleigh Heads QLD 4220
- Contact: Mel 0439 833 242
- Email: bookings@palmilla.au



palmilla.gc



palmilla.au