



## **Deposit Claim for Damages Terms and Conditions Procedure**

### **1. Deposit Policy:**

- Upon booking accommodation with us, a deposit is required to secure the reservation.
- The deposit amount will be communicated during the booking process and may vary based on the length of stay and the type of accommodation booked.

### **2. Purpose of Deposit:**

- The deposit serves as security against damages, excessive cleaning requirements, or any other unforeseen expenses incurred during your stay.

### **3. Notification of Damages:**

- Any damages to the accommodation or its contents must be reported to the management immediately upon discovery.
- Guests are responsible for notifying the management of damages caused during their stay, including accidental damages.

### **4. Assessment of Damages:**

- Upon check-out, the accommodation will be inspected for damages by our staff.
- Damages will be assessed based on their extent and the cost of repair or replacement.

### **5. Deposit Claim Process:**

- If damages are found during the inspection, the cost of repair or replacement will be deducted from the deposit.
- A detailed breakdown of the damages and associated costs will be provided to the guest.
- The remaining balance of the deposit will be refunded to the guest within a reasonable timeframe, typically within 7 days of the check-out date.

### **6. Dispute Resolution:**

- In the event of a dispute regarding damages or the amount deducted from the deposit, the guest may contest the charges within 7 days of receiving the damage report.
- Disputes will be resolved through mutual negotiation between the guest and the management.



## **7. Additional Charges:**

- In cases where the cost of damages exceeds the amount of the deposit, the guest will be responsible for covering the remaining balance.
- Any additional charges beyond the deposit will be invoiced to the guest and must be settled within 7 days of receiving the invoice.

## **8. Use of Deposit Funds:**

- The deposit funds will be held by the accommodation business until the end of the guest's stay.
- Deposit funds will only be used to cover damages, excessive cleaning, or other expenses incurred as a result of the guest's actions during their stay.

## **9. Reservation Cancellation and Deposit Refund:**

- In the event of reservation cancellation, the deposit may be subject to a cancellation fee as outlined in our cancellation policy.
- Deposit refunds for cancelled reservations will be processed according to our standard refund procedures.

## **10. Guest Responsibility:**

- Guests are expected to treat the accommodation and its contents with care and respect during their stay.
- Any intentional damage or misuse of the accommodation facilities may result in forfeiture of the deposit and additional charges.

## **11. Acceptance of Terms:**

- By booking accommodation with us, guests acknowledge and agree to abide by these terms and conditions regarding the deposit policy and claims for damages.

**Please review these terms and conditions carefully before booking your accommodation. If you have any questions or concerns, feel free to contact us for clarification.**

**Cozy Otways Accommodation**

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