

TERMS & CONDITIONS



Please read Terms and Conditions carefully. Insurance Claim Rentals will be referred to as "ICR" within document.

RESERVATIONS AND QUOTES

Property Options and Quotes are subject to availability and applicable pricing of the relevant participating property at the time of booking. The rate may have increased since sending the quote or may no longer be available.

Receiving a Property Flyer or Quote does not mean the property has been reserved, and is subject to availability and is available to be booked by another Guest.

Until the Booking Confirmation form has been received from ICR the property has not been confirmed or booked. If approval to book property is sent outside of ICR business hours, it will not be actioned until the next business day.

Once the Quote has been approved, if the rate has increased since original Quote had been sent - ICR will contact you with the updated total price for approval.

Bookings may also be governed by and subject to additional terms and conditions which are applied by individual participating properties. These terms and conditions may relate to items such as payments, deposits and cancellations

CHECK IN & CHECK OUT

Check in & Check out times will vary depending on accommodation booked. Check in & Check out times will be listed on the Booking Confirmation form. Please note general check in time is 2pm and check out 10am, but this can change depending on which property is booked.

PROPERTY

All personal belongings, baggage, vehicles and other property belonging to the Guests of any description shall be at the risk of the Guest at all times. ICR does not accept any responsibility for any loss or damage. All travel documents, observance of laws and government regulations are your responsibility.

CLEANING

Property must be left clean and tidy. If the property is not left up to our standard or the Property Manager's standard - you may be charged a fee. Fees and charges are determined by the Property Manager. Please read "Extra Charges".

BOND

If there is damage to the property, or items missing from the property, you will be charged a fee. Fees and charges are determined by the Property Manager. Please read "Extra Charges".

PETS & SMOKING

Pets must be declared when filling in Booking Request Form so ICR can source suitable accommodation.

An extra charge/bond may apply for pet friendly properties.

Smoking is not permitted inside any of the properties provided.

If damage is caused by the pet, or Guests have been smoking in the property, you will be charged a fee. Please read "Extra Charges".

PAYMENT

Payment may be made by Direct deposit. Once the quote has been approved and the booking confirmation has been sent, you will receive an invoice. Payment terms are 7 days, you may be charged a late fee if payment terms are not met.

For long term stays, payment plans can be arranged. First payment will be required up front on a month by month basis.

Room service will not be paid by ICR and will be the responsibility of the guest.

SERVICE FEE

ICR will charge a service fee for the use of the Insurance Claim Rentals Platform and services.

AFTER HOURS FEE

If ICR is required after hours, whether that be to continue to work on a job sent within office hours, or a new request after hours, you will be charged a fee. Please note, the after hours service is only available until 8pm (ACST/ACDT), After that time phone calls and emails will not be actioned until the next day.

AMENDMENT FEE

If changes need to be made to a job request, either after property options have been sent, or after the job has been booked and confirmed, you may be charged a fee.

CANCELLATION

If a cancellation occurs any time after the booking has been confirmed, ICR will seek compensation for any out of pocket costs (amount will vary on a case by case basis depending on property cancellation policy and refund policy etc). You will also be charged an additional cancellation fee from ICR directly.

REFUSE OR CANCEL BOOKING

ICR or Property Managers reserve the right to refuse or revoke to honour any property accommodation booking which may in the opinion of the owner be unsuitable for the property.



GUEST OBLIGATIONS IN RESPECT OF PROPERTY

Guests are responsible for the property during their stay. The Guest should take reasonable care of the property and at the end of the stay should leave the property, including utensils, fixtures, fittings and equipment in a clean and tidy condition.

The Guest will be liable for any breakages or damage caused to the property, fixtures, fittings or equipment that may occur during the Guests occupation of the property. All costs of repair and replacement thereof shall be payable upon demand. Any damage or breakage to any part of the property, fixtures, fittings or equipment shall be reported to the owner as soon as possible after damage occurs.

ICR will not be held liable for any damages made to the property and will seek compensation from the insurance company if left with costs relating to the items listed above.

EXTRA CHARGES

Any extra fees and charges passed on to ICR from the Property Manager, for the following but not limited to; extra cleaning fees, reimbursement for damage to the furniture or property itself, missing items etc - will be invoiced to the Insurance Company/Loss Adjuster/Builder in charge of the job - to seek reimbursement from the Insured/policy holder directly. ICR will not seek reimbursement from the Insured/policy holder directly.

ROOMS

Photos and floor plans of properties sent are indicative only. Actual accommodation occupied may vary in décor and inclusions from those shown.

EVENTS BEYOND CONTROL

ICR is not responsible for any loss arising out of any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule. All travel documents, observance of laws and government regulations are your responsibility.

WAIVER

You understand and agree that any individual or entity that violates any term of these Terms of Service is precluded from enforcing, agrees not to enforce, and covenants not to sue to enforce, any similar or related provision in any contract, including terms and conditions, terms of use and terms of service, asserted by such individual, entity or any affiliate thereof, as binding upon ICR or any of its affiliates.