

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, it 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 is not held or reserved.

The exact price will be only confirmed once the acceptance of the quote has been signed.

If the rate has increased after accepting the property quote- ICR will contact you with the updated total price for approval.

If you do not accept the new price - we will offer to send you another Property in the area. Accommodation will not be booked until signed confirmation document is returned.

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 Quotation form & Booking Confirmation form.

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 owner's standard - a cleaning fee may apply.

PETS & SMOKING

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

An extra charge/bond may apply for pet friendly hotels & accommodation.

Smoking is not permitted inside any of the properties shown.

PAYMENT

Payment may be made by Visa, Mastercard, Paypal and Direct deposit. Once the quote has been approved and the booking confirmation has been sent, you will receive an invoice from Xero to be paid within 7 days.

For long term stays 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.

Conditions and exclusions may apply including but not limited to minimum stay requirements.

SERVICE FEE

ICR may charge fees to Guest in consideration for the use of the Insurance Claim Rental Platform.

GUEST OBLIGATIONS IN RESPECT OF PROPERTY

Guests are responsible for the property during the Guests stay. The Guest shall take all reasonable care of the property and at the end of the stay shall 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 to the Owner. 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 if left with costs relating to damages.

ROOMS

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

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 whether a deposit was paid, hotel cancellation policy, refund policy etc). If a rental property has been organised specifically for the Guest, and cancelled at short notice ICR can request compensation until the property can be re-let.

REFUSE OR CANCEL BOOKING

ICR or property owner reserves 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.

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.