



Lux City BnB
380 Murray Street
Perth WA 600
Australia

Terms and Conditions

By booking accommodation with **Lux City BnB Pty Ltd** (referred to as **Lux City** in these terms and conditions), you agree to the following terms and conditions.

1. The Booking


- 1.1. Your booking is with **Lux City BnB Pty Ltd**, a provider of short-term rental accommodation.
- 1.2. References to "you" or "your" refer to the person or entity making the booking with **Lux City**.
- 1.3. These terms apply to all bookings. Bookings made via third-party platforms (e.g., Booking.com, Airbnb) are also subject to those platforms' terms and conditions.
- 1.4. Your booking is confirmed, and a legal contract is concluded once your payment has been successfully processed. No booking or contract is concluded when payment is declined or unauthorized.
- 1.5. You agree that the booking is for a short-term stay for leisure, business, or temporary purposes and does not establish any tenancy rights under applicable housing laws.
- 1.6. Bookings may be made for stays from three nights up to three months. Stays exceeding three months require prior approval from **Lux City**.
- 1.7. Bookings can be made up until 3:00 PM local time 48 hours before check-in.
- 1.8. Bookings must be made by individuals aged 18 or older. At least one guest aged 18 or older must stay in the accommodation.
- 1.9. Maximum number of occupants shall not exceed the number described in your booking agreement.
- 1.10. The lead guest maybe required to verify their identity via our third-party and trusted partner Truvi. Invitation to verify on this platform will be sent via text message or email.
- 1.11. You may not re-sell or re-assign your booking to any other person or organisation without the express authorisation of **Lux City**.

2. Payment and Cancellations

- 2.1. All payments shall be made using major credit or debit cards, bank transfers, or other globally accepted payment methods.
- 2.2. Full payment is required at the time of booking unless expressly agreed otherwise by **Lux City**.

 www.luxcitybnb.com

 contact@luxcitybnb.com

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2.3. The total price for your stay will be presented before confirmation and payment. Prices are dynamic and may vary over time. Changes in price after booking will not affect your confirmed rate.

2.4. Cancellations made more than 30 days before the start of your stay will receive a full refund.

2.5. Cancellations made within 30 days of the start of your stay may forfeit the full amount paid. Any refund is at **Lux City**'s discretion unless a replacement booking is secured, in which case the refund will be the original amount paid minus any difference in value.

2.6. In cases of cancellations due to reasons beyond **Lux City**'s reasonable control (e.g., overbookings or force majeure), a full refund will be issued.

3. Your Stay

3.1. Check-in time is from **15:00**, and check-out time is no later than **10:00**, unless expressly agreed otherwise. Additional charges may apply for early check-in or late check-out. Early check-ins and late check-outs without prior approval from **Lux City** are not permitted.

3.2. The accommodation is provided as serviced accommodation, and no meals or additional hotel services are included unless explicitly stated.

3.3. Each booking includes linens, towels, and basic toiletries (e.g., shower gel and shampoo).

3.4. The cleaning fee charged at the time of your booking is for the cleaning of the accommodation required after your stay. **Lux City** takes pride in the high standard of cleanliness that you will find when you begin your stay, and we want this to be the same for all of our guests. Cleaning services during your stay are available on request, for extended stays, and will be charged on an hourly basis. Note that these are additional charges and have not been included with your initial booking fee.

3.5. You are responsible for ensuring all guests comply with these terms. Guests must not:

- Smoke inside the property.
- Bring pets unless explicitly agreed, except for assistance animals.
- Bring hazardous or illegal materials onto the premises.
- Tamper with fire alarms or other emergency equipment.
- Tamper with security and other monitoring equipment intended to safeguard your stay.
- Cause excessive noise, particularly between 10:00 PM and 7:00 AM.
- Fail to return keys/fobs/cards upon departure.



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4. Damage, Theft, and Costs

4.1. **Lux City** reserves the right to charge the credit/debit card on file for:

- Repairs or replacement of damaged property (e.g., furniture, appliances).
- Lost or stolen items during your stay.
- Non-compliance with the non-smoking policy: **\$500**
- Evidence of illegal substance use: **\$1,000**

4.2. Additional charges:

- Lost keys: **\$250**
- Emergency call-out (outside working hours): **\$500**
- Excessive cleaning: **\$60/hour**

5. Privacy and Data Protection

5.1. **Lux City** complies with global data protection regulations. Personal information provided during booking or check-in is processed per our privacy policy.

5.2. Guests of non-local nationality may be required to provide passport or travel document details, as well as information on their next destination, as required by law.

6. Complaints

6.1. If you experience any issues during your stay, contact our team immediately to resolve the matter.

6.2. Formal complaints may be submitted in writing using the contact details provided.

Lux City will aim to respond within two business days.

7. Limitation of Liability

7.1. **Lux City**'s liability to you is limited to the total value of your booking.

8. Severability


If any provision of these terms is found invalid or unenforceable, the remaining provisions remain unaffected.

9. Jurisdiction

These terms and conditions shall be governed by and construed in accordance with the laws of **Western Australia**.

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