



Welcome to the Suite life

Application and Booking Terms and Conditions

The following terms and conditions apply to your application for accommodation with **“Wee Hur Hospitality Pte Ltd”**, also known as **“Y Suites”**. Please review these terms carefully and print or save a copy for your reference. These terms and conditions apply to all individual and small group applications.

The application terms and conditions are provided in English only. If you do not understand any part of the application terms and conditions, please contact the property's reservation team. If you choose to access the website from locations outside of Australia, you are responsible for complying with local laws.

- 1) The application terms and conditions relate to all **Y Suites** properties in Australia.
- 2) They apply to all individual and small group applications made:
 - a. online through our websites;
 - b. in person at a **Y Suites** property;
 - c. over the phone;
 - d. via email;
 - e. via App;
 - f. via an educational agent;
 - g. via any other method accepted and approved by **Y Suites**.
- 3) All applications for accommodation will be reviewed by the property's team to ensure applicants meet our minimum requirements. Applicants must be considered in accordance with the Equal Opportunity Act 1995. There must be no discrimination based on: age, sex, marital, parental or carer status, pregnancy, sexual orientation, disabilities, physical features, race, religious, political or industrial activities or beliefs or personal association with someone else who may be treated unfairly on the basis of any of the above.



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- 4) All rooms and rates are for occupation by one (1) person only, unless specified otherwise such as twin share rooms for two (2) people.
- 5) Although we try to ensure the room rates and other costs published on our website are accurate, changes may sometimes occur and we reserve the right to not be bound by any published website rate.
- 6) If you are under 18 years of age you must have consent of a parent or legal guardian when making an application. The same parent or legal guardian will need to be on the lease agreement and stay with you in the property.
- 7) If you are under 18 years of age when you are scheduled to move into your **Y Suites'** accommodation, your application will only be accepted at an approved Under 18's property as indicated on the **Y Suites'** website.
- 8) If you are an international student and 17 years of age when you are scheduled to move into your **Y Suites'** accommodation, you must seek permission from your University or College to reside at a **Y Suites'** Property. You will be able to apply to only those properties that are approved to accommodate Under 18 students. These approved properties are listed on the **Y Suites'** website. Please note we do not accept students younger than 17 years of age.
- 9) Whilst every endeavour is made to place you in the room nominated through the **Y Suites'** website, **Y Suites'** cannot guarantee you will be offered the room type requested.
- 10) If you wish to cancel your online booking, please let us know in writing via email to the reservations team at **Y Suites**. Please note there may be a penalty to cancel. Please refer to the cancellation policy.
 - a. We may at our discretion cancel your application for accommodation should any of the following occur:



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- i. the information you provide as part of the application process is false;
or
 - ii. you fail to comply with your obligations in the Application Booking Terms & Conditions;
 - iii. you fail to meet student status requirement; and/or
 - iv. you fail to sign the Residential Tenancy Agreement or License to Occupy when required; and/or
 - v. you fail to pay the Advance Deposit/ Reservation Fee and Bond/ Security Deposit by the specified due dates.
- 11) All bank charges and transaction fees will not be payable by Y Suites.