

15 Thompson Street Kensington

Assemble

Guest house guide

Thompson Street Guest House

At Assemble, we understand how important it is to have your loved ones stay close when visiting you. As such, we have created a guest house at Thompson Street, Kensington for residents to be able to book, giving you the space you need while living in an apartment.

The Thompson Street guesthouse is available on the ground floor of the 27 Thompson Street (South) tower. It is a two-bedroom, two-bathroom apartment that can accommodate 4 guests with a queen bed and two single beds.

Amenities

The guesthouse includes the following amenities:

- Wi-Fi
- Fully equipped kitchen
- Bedroom linens
- Bathroom towels
- Split system heating/cooling
- Washer and dryer available on rooftop
- Smart TV
- All the building common amenities
- Pet friendly

Please note, no more than 4 occupants may stay in the guest house at once. This includes children. No exceptions can be made.

Check-In and Check-Out

Check-in from 3:00pm.
Check-out at 11:00am.

Self Check-In and Check-Out

Access to the guest house is provided by a digital key which allows guests to self-check-in and check-out.

You will be provided with information on how to check-in and check-out at least 24 hours before your stay commences.

This includes log in information to access a digital key to open the common area spaces as well as the guest house apartment.

A physical fob will be available once inside the guesthouse which your guests may use instead of the digital key, at their preference.

Pets

We welcome a maximum of two (2) furry friends in the guest house at a time. Should pets be staying, please include what type of animals and the number of animals staying on the booking form.

Please note that any additional cleaning required for mess left by pets will incur an additional cost as quoted by our cleaners.

Cleanliness

To assist us in keeping cleaning costs to a minimal, when leaving the guest house, please:

- Strip linens from the beds
- Wash and dry dishes used
- Dispose of rubbish and recycling using the bin chutes located opposite the elevators

We ask that the guest house be left in a reasonable state at check-out. Should there be any damage to the apartment/items provided or any keys/items lost, please note that the cost to repair, clean or replace them will be passed on to the host resident and/or their guest(s).

Assemble staff will inspect the guesthouse at check-out, and the host resident and their guest(s) will be notified should the guest house be left in an unreasonable state at the time of departure.

Costs

The guest house incurs a cost of \$195.00 per night, plus a one-off cleaning fee of \$150.00 per stay.

Length of Stay

Please note there is a two (2) night minimum stay in the guest house, with a maximum stay of 21 days. This is to ensure fair usage and accessibility to the guest house for all Thompson Street residents.

If the stay requested will fall on a public holiday, the minimum stay required will be a three (3) night minimum stay.

We will not currently be accepting any bookings for the festive period. We will communicate with all residents when the bookings will be accepted and the minimum and maximum lengths of stay which will apply for December and January.

Management of Booking

If there are requests for the same dates or overlapping bookings, the first request we received will be the request we accept.

Where there are requests from other Assemble properties, Thompson Street resident bookings will be given priority.

How to book the Guest House

Please email the completed Guest House Booking Form ([DOWNLOAD HERE](#)) to the Thompson Street inbox: thompson@assemblecommunities.com

Paying for Guest House Use

Once you have emailed through the booking form, you can expect a confirmation email from the Assemble team after 3 business days.

In this confirmation email, we will include:

- The amount owing for the booked stay,
- Information on how to make payment, and
- When payment is due.

Payment should be made at least 14 days prior or you risk losing the booking.

If a booking is made with less than 14 days' notice, immediate payment is required to confirm and secure your booking once you have received a confirmation of availability from the Assemble team.

Cancellations

You may cancel your booking, however, please note a full refund will only be available if the booking is cancelled at least 14 days in advance.

Cancellation date	Possible refund
More than 14 days prior to booking start date	100%
7 - 14 days prior to booking start date	50%
Less than 7 days prior to booking start date	0%

Changes to Bookings

Requests to amend the booking must be made 72 business hours prior to scheduled check in time and are subject to availability.

Stay extensions must be communicated 48 business hours prior to the scheduled departure date and is subject to availability and payment being received for the additional dates.

Reporting Issues

Residents must contact Assemble within 24 hours of the discovery of an issue with evidence of the issue in the form of photographs or videos.

Assemble will review the evidence to determine whether the resident is eligible for a refund.

Photos and videos are to be submitted to thompson@assemblecommunities.com

Reimbursements

You may be eligible for a reimbursement of the booking cost in the event of:

- Non-availability of booked accommodations upon arrival due to overbooking or other administrative errors.
- Significant discrepancies between the advertised amenities, services, or conditions of the guest house not attributable to guest actions.
- Inaccessibility or non-functionality of essential amenities for a significant portion of the stay, including but not limited to plumbing, electricity, heating, or cooling, where Assemble cannot provide a reasonable alternative solution.

Key contacts

For all guest house enquiries, please contact thompson@assemblecommunities.com.

Policy Amendments

Assemble may amend, replace or withdraw this policy at any time it sees fit in its absolute discretion.

assemble.com.au

Assemble

Imagine less.
Experience more.