

Client Referral and Payment Process

1. Contact Reid's Guest House on (03) 5331 3461 between 9am and 3:30pm – Monday to Friday to check availability and if your client is able to stay.
2. If you wish to go ahead with the referral you will need to complete the Client Referral form and email it to reids@ucare.org.au
3. *NOTE: referral forms can only be accepted from registered agencies. If you have not yet registered your agency with Reid's Guest House, please complete the agency registration form on our website*
4. Please ensure the referral form is completed and emailed prior to your client arriving at the guest house as we are unable to check in clients without a completed client referral form
5. Please inform your client that they **must** arrive at Reid's to check in between the hours of 1:00pm and 3:45pm. A "No Show" policy applies to clients that do not arrive prior to 3:45pm
6. You will receive an invoice for payment within 2 weeks

What if the client leaves prior to the end of the booking?

We require 2 days' notice for all changes to bookings. If your client informs us they will be leaving you will only be charged for the used accommodation and up to 2 days' notice depending on when your client informed us of their intention to leave.

What if the client is asked to leave prior to the end of the booking?

If your client is asked to leave by us for any reason, you will only be charged for the accommodation used by your client.

No Shows or clients arriving after 3:45pm:

If a client fails to show up for check in by 3:45pm we will deem the booking as a "no show" and a \$50 "no show" charge will apply.

Payment:

An invoice will be generated for your client and will be emailed to the email address provided on the client referral form. Payment terms are 14 days for invoicing

Further information:

For further information please contact us via email at reids@ucare.org.au or call us between 9am and 4pm Monday to Friday on 03 5331 3461