



# At Home Apartments ..... more than just a room

12 Pearson Street, Sale Phone: 1300 730 003 [stay@athomeapartments.com.au](mailto:stay@athomeapartments.com.au) [athomeapartments.com.au](http://athomeapartments.com.au)

Dear Guest,

Thank you for choosing us for your upcoming stay. We appreciate your decision and look forward to providing you with a pleasant experience. We kindly request that you provide us with a copy of your driver's license or identification card before your arrival.

We understand that providing a copy of your photo ID may seem like an unnecessary inconvenience and we understand that sharing ID documents can be worrying. We value your comfort and trust, and we want to assure you that our requirement for photo ID is in place for the following reasons:

**Payment Security:** Photo ID may be required when using a credit card for payment to prevent credit card fraud and protect both the guest and the hotel. Verifying the identity of the cardholder helps reduce the risk of fraudulent transactions.

**Fraud Prevention:** Unfortunately, the hospitality industry is not immune to instances of fraud. Requiring a copy of your license helps us prevent things such as identity theft, unauthorized credit card usage and illegal or undesirable activities protecting both you and us.

**Incident Management:** In the event of an incident or emergency, having accurate guest identification information becomes crucial for us to assist emergency services and insurance companies in any way we can.

**Ensuring Your Safety:** Your safety and the security of all our guests is of paramount importance to us. By verifying the identity of our guests through photo ID, we can maintain a secure environment within our premises.

We understand the sensitivity of personal information and any personal data you provide is handled with the utmost care. Your photo ID will be securely stored as a photo only and used solely for identification purposes during your stay. It will be stored separately from any other identifying information.

As we are a contactless business with multiple locations we have no physical reception so are unable to accommodate requests to present ID on arrival.

We truly appreciate your understanding and cooperation in fulfilling this requirement. It is our sincere intention to prioritize your safety and provide you with a comfortable and secure stay.

To make this requirement as easy as possible you can photo or scan to our email [stay@athomeapartments.com.au](mailto:stay@athomeapartments.com.au) or send via text to our office mobile number 0432 773 356.

If after reading this you are still not comfortable to share your photo ID with us you are more than welcome to cancel your booking with us within 48 hours of arrival. If you made the booking through a 3rd party platform you will need to process the cancelation through them.

Regards

Lillian