

Loss of or damage to guests' property

Part 5.2 of the *Australian Consumer Law and Fair Trading Act 2012* may make an accommodation provider liable to make good the loss of a guest's property in certain circumstances even though the loss is not caused by the fault of the accommodation provider, or the provider's agent.

The liability of the accommodation provider under the Act—

- applies only to a guest of the accommodation provider;
- applies only for the period for which the guest is provided accommodation;
- is limited to \$300 for each room provided for the use of the guest on the day, unless the guest's property was placed in a safekeeping service;
- is limited to \$3000 for each room in respect of a guest's property that was placed in a safekeeping service (excluding a safe in a room);
- does not cover motor vehicles and property owned by the guest left in or on a motor vehicle.

Part 5.2 does not limit any other right or remedy available under the *Australian Consumer Law and Fair Trading Act 2012*.

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