

## SUMMARY

The property is to be used strictly as a residential dwelling and is approved for accommodation only. No Mattresses, tents or caravans are permitted. Guest limits apply at all times during the booking & the number of occupants must not exceed the maximum set.

All properties under Property One Realty management are privately owned & are rented on fully self-contained basis. In most cases the Owner of the property also uses the property from time to time. WE DO NOT HAVE RESORT ACCOMMODATION Property One Realty acts as letting & managing agent for the property & are required by law to seek & act on the instructions of the owner of the property, even if Property One Realty may disagree with those instructions (provided those instructions are within the law).

If you encounter any issues, during your stay please contact our office on (02) 4446 6800 so that we can attempt to fix the issue, we will not offer any compensation unless we have been informed and allowed the opportunity to fix the issue.

## BOOKINGS AND PAYMENTS

Booking through third party sites will incur extra charges payable directly to them.

Credit card payments incur a 2% processing fee

By paying online you agree to the following terms and conditions.

The property is rented to you for holiday purposes only for the period stated on the receipt.

The terms and conditions of the holiday rental agreed to by both parties are as follows & variation to the same by guest may permit the agent to refuse keys, amend charges or immediately terminate the occupancy.

## Children

No responsibility will be taken for children or pets staying or visiting any of our holiday properties. Please ensure your children are supervised at all times, especially around pools, dams, stairs, verandas, balconies and cleaning products.

## Call outs

Should a tradesperson be sent out upon your request to carry out a repair that was unnecessary, the cost of the callout will be charged to you. Common examples include not correctly operating

televisions, ovens & washing machines. Blocking Toilets. Please do not dispose of flushable wipes in the toilets as this does cause blockages. Please keep showers short.

## Smoking

Please note that smoking is not permitted in any of our holiday properties. If you wish to smoke, please do so away from the property and ensure that the butt is disposed of correctly. If evidence of smoking is detected you will be charged for the cost of steam cleaning, both carpets and furniture, laundering of all soft furnishings and linen.

## CHECK IN AND CHECK OUT

Instructions on key pickup will be made a few days prior to arrival via email. Please ensure we have the correct email on file.

CHECK IN is 2pm on the day of your arrival. CHECK OUT is 10am.

Failure to do so may result in extra days rent being charged. Please do not arrive early unless organised prior with the real estate.

Property One will endeavour to have the property ready; however, unforeseen circumstances can result in delays. In the result of a delay, no compensation will be provided.

## CHANGES TO BOOKING - amending dates / change of property

Property One reserve the right to decline any date amendments (shortening stay, change of dates, change of property) to your bookings.

If date amendments are granted, you will receive a refund for the days not stayed if the days are booked for the same price. No refunds will be provided for late check ins, early departures or unused days of your reservation.

Please note our properties are located in residential areas and we are governed by noise restrictions so please no audible noise from inside or outside the property from 10pm – 8am. No loud or offensive language or music is permitted.

There is no obligation from the Owner or Property One Realty to compensate or discount for the following minor faults &/or malfunctions of appliances or inclusions. Running out of hot water, Lawn mowing during your stay, bad weather, poor television and/or phone and internet reception, weed on the beach, insects etc

## CANCELLATION POLICY

If bookings are cancelled no deposit will be refunded unless the property is re-let for the same tariff and same dates, in this case the deposit would be refunded less the \$55 booking fee. However, IF your booking is cancelled within 28 days of your arrival your total amount paid will be forfeited.

Any amendments which result in shortening your stay will incur the same cancellation charges, you will only receive a refund of the nights not stayed if they are rebooked for the same amount.

At times situations arise of which we have no control, which may include damage to the property you have booked occurring prior to your stay. We reserve the right to move visitors to alternate accommodation (subject to availability) at their discretion or the direct instruction of the Property Owner. If this is the case, we will notify you as soon as possible & make every reasonable effort to make sure you are satisfied with your new accommodation.

### **Cancellation due to government restrictions on travel**

In the event of a forced cancellation due government restrictions on travel guests (only the primary guest's location), guests will receive a refund less \$55 booking fee.

### **Cancellation due to non-payment by due date**

If the final payment for your holiday accommodation is not received by the due date this will result in cancelling your accommodation and no refund of monies paid will be given.

### **SECURITY BOND**

The Guest acknowledges that charges for damages or missing items upon departure will be deducted from the security deposit. Any excess damages will be deducted from the Primary Guests credit card, in the case that we do not have your credit card details on file, we will invoice the primary guest for the amount owing.

We will endeavour to refund security deposits within 14 days of your departure. If you do not complete the "refund of holiday deposit" the monies will be deposited back onto the credit card which made the initial payment.

### **GUEST INFORMATION AND OBLIGATIONS**

Under no circumstances are the following activities permitted at any of our properties: motorbikes, dirt bikes, quad bikes, use of firearms or air rifles, fireworks, anti-social behaviour including excessive drinking, intimidation of neighbours or any illegal activities

All guests are responsible for keeping the property secure during their stay & will be responsible for any theft or damage to the property due to neglect in this area. It is important to ensure all windows & doors are closed & locked prior to departing the property even for a short period.

No liability is accepted for an injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the Agents or Owners control. No responsibility is taken for Guests personal property left on or near the premises. It is recommended that Guests take out personal Property insurance or adequate travel insurance should any unexpected situations arise before or during your travel period.

## CLEANING

The cleaning is included in the total tariff of your booking, however, if excess cleaning is required over and above what is considered standard by Property One, the guest will be charged at cost.

## BBQ

For unclean BBQ's a charge of \$50 will be incurred by the guest. If you arrive and the BBQ is not cleaned you must advise Property One as soon as possible via email and include photos, otherwise you will be charged for the condition the BBQ is left in.

## GARBAGE BINS

Garbage bins are provided with all properties. Please ensure that all garbage is removed from your holiday property & placed in bins provided. Bins need to be placed for collection upon vacating or on Monday evening whichever occurs sooner.

Excess rubbish that does not fit in bins needs to be taken with.

## KEYS

Should a Guest require spare keys for access afterhours. A \$50 cash service fee is applicable. If no spare keys are available, the Guest will be liable for any locksmith costs involved in gaining entry to the premises. Guests must not attempt to break in to the property if locked out. Keys should be returned as per instructions provided. Should keys not be returned, the guest will be liable for any charges incurred in gaining entry and/or replacing locks if necessary.

## LOSS AND DAMAGES

All guests are responsible for any loss or damage arising from breakages or other damage to the property during their stay, including any additional cleaning, removal of excess garbage, repairs or replacement of items in the property. Please respect the Owners property and do not move furniture around. A fee may be charged should this occur.

If requested we will endeavour to recover & return items of value inadvertently left at the premises, however, take absolutely no responsibility for the recovery or return. Postage, packaging & the cost of sending out a staff member to search for the item will need to be paid in advance, a minimum cost of \$20.00 applies plus postal costs.

Items found & delivered to us by the property cleaners will be held for claiming for a maximum of 2 weeks & if not claimed will be disposed of.

### EXTRA CLAUSE FOR PET FRIENDLY PROPERTIES ONLY

If you bring your pet, you are required to do a poop scoop when vacating and ensure there are no bones or toys left behind and no holes have been dug. The property is fenced however we cannot guarantee your pet will not find a way out. Pets are strictly not allowed on furniture and extra costs will apply if there is evidence of damage which includes scratches, bite marks and or accidents to furnishings, decking, or any other part of the property. Do not leave your pet unattended at the property and please restrain your pet from excessive barking.

### OTHER TERMS

We have taken great care in describing your accommodation to you as accurately as possible. We can not accept responsibility for incorrect descriptions or changes made by the owner without notify us.

### INTERNET CONNECTION, TV RECEPTION & AUSTAR

The property may have a broadband internet connection (wired or wireless). The operation of any internet connection during your stay is not guaranteed and may be disrupted or unavailable. The Guest will not hold Property One Realty or the Owner liable for the availability or disruption in any internet connection.

TV and Austar reception in parts of this area can be unreliable in times of high wind or storm. Depending on the location of the property there may be low signal strength. The Guest will not hold Property One Realty or the Owner liable for any disruption in TV or Austar reception.

If Austar is provided at the property, the extent of available channels will vary from property to property depending on the account the Owner has set up with Austar. The Guest will not hold Property One Realty or the Owner responsible for any channels that are unavailable.

