

Terms and Conditions of Holiday Letting

Check in 3pm / Check out 10am. Keys must be collected from our office at Shop 3, 20 Waratah St, Bendalong (next to Bendalong Cafe). Only 1 set of keys will be supplied to each property and cannot be issued until payment is received in full. If arriving after hours key will be in key box on wall outside our office in an envelop with your name on it. Guests who wish to extend their booking must do so 24 hours prior to departure or a \$20.00 late check out fee will incur. All keys must be returned to office on departure.

Open fires are prohibited on all properties.

We can receive payments for you stay via eft, cheque or credit card.

Complaints: Notify the Manager of any complaints as soon as is practicable so we can rectify them asap.

Linen & Toiletries: are not provided unless specified, please remember to bring sheets, pillow cases, towels & tea towels. We also suggest that you bring other items such as dishwashing liquid, dishwasher tablets and toilet paper.

- Only 16, 20 Boronia St and 9 Cypress St, Bendalong and 6 Manyana Drive, 53 Sunset Strip and 93 Sunset Strip, Manyana provide all bed linen and towels - 3 Calgary Place, Cunjurong Point supplies linen for king bed only)

Linen hire can be arranged by contacting:

Aroma Clean Living on 0401 284 046 or Seabreeze Linen Hire 0410 686 948

Cot, pram and high chairs can be rented from Coastal Maintenance Services 02 4456 1679.

Garbage: All garbage bins must be left out at kerbside on departure. Collected very early Tuesday mornings.

Yellow bin for recyclables. Excess rubbish that will not fit into the bins must be taken away on departure; otherwise an additional charge of \$10 per box/bag will be deducted from bond.

Noise: Maintain noise to a reasonable level and, in particular, between 10pm and 8am weekdays and 12pm to 8am Friday and Saturday nights. Complaints from neighbours about excessive noise resulting in the property manager having to attend the property or issue a warning via SMS will result in a call out fee of \$50 being deducted from the bond prior to 12mn after 12mn to 9am will result in full loss of bond. (<http://www.shoalhaven.nsw.gov.au/My-Property/Neighbours/Noise-management>)

Please refrain from engaging in any drunken, obscene or antisocial behaviour, and respect the residential amenity of the property and neighbours. The agent has the right to enter property with our keys if concerns to how property is being treated.

****Bucks nights, hens parties, birthday parties and weddings not permitted at property without consent of owner, it will result in rental being terminated immediately with no funds being returned to the person who booked the property.**

Also, if anyone is seen on a roof of a property or disrespecting an owner's property, it will result in the group being asked to vacate property immediately.

Ray White Bendalong Manyana will not be held responsible for any noise or loss of view from construction work in surrounding areas, as we are not informed when, and if, noise will be occurring.

Occupancy & Cleaning Rules: Guests are required to leave the premises clean, neat & tidy. Additional housekeeping services during your stay are available upon request for an additional fee.

Please ensure on departure that the:

- refrigerator is wiped out
- kitchen and bathroom benches, floors etc are to be left clean
- washing up done & put away & dishwasher unpacked, or an extra \$30.00 cleaning fee will be charged
- all sand to be removed from inside all areas of home.
- Please make sure barbeques and their utensils are cleaned prior to departure (or an extra cleaning fee will be charged), and all gas is turned off at the bottle. For bbq gas bottle swap and go during your stay please take it to Bendalong Shop and inform their staff to put it on the Ray White Bendalong Manyana acc and the address of the property in which you are staying and you surname.
- If you need to switch over the mains gas cylinder for the house please notify us so that the next tenants do not run out as delivery is weekly.
- **Ensure all windows and doors locked as to maintain properties security and to prevent damage from weather.**
- All tenants are required to respect the property and its furnishings. Please advise us if something is not working.
- Strictly no smoking in the premises and dispose of butts responsibly.

No liability is accepted in contract or for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the agents or owners control, or which are not caused by neglect or default by the agent or owner.

Any moving of furniture etc. could result in a deduction of bond if not put back in its original position. Only outdoor furniture is to be used outside.

No more people, than the number of beds provided, are to be accommodated at the premises, no mattresses on the floor, tents, caravans or more cars etc than the property accommodates. Overloading will render the tenant liable to cancellation of the booking immediately.

NO Pets allowed unless specified. Dog friendly properties only allow OUTSIDE dogs. If guests are found to have their pets inside extra charges will occur, all dog droppings MUST be picked up and disposed of before vacating the premises.

Maintenance & Repairs: - All damage, breakages and losses must be reported to the agent and paid for immediately or cost of repair or replacement will be taken from the bond. If cleaners report any damages, breakages, missing items etc to our office after cleaning the

premises, the cost will be deducted from the bond, or, if warranted a letter of demand will be issued to the outgoing tenant.

We make every effort to ensure that all equipment is in working order and in the event of a breakdown we will strive to repair it as soon as possible after being notified of a problem.

Lost Key / Lockout Policy: In the event a guest is locked out of the property during rental period, the guest may borrow a key by coming to the office. After business hours guests must call 44561500 for assistance and an agent will meet the guest at the office. There will be a \$50 charge for this service. There is a \$50 charge for lost keys also.

Cancellations : The landlord may cancel up to 3 months prior to the letting, in which case the tenant will receive a full refund.

Should the tenant cancel up to 3 months before the letting, the tenant will receive a full refund of all deposits paid, excluding the booking fee \$50.

A tenant cancelling a booking within 3 months of the date booked will only be entitled to a refund, less the booking fee, providing the accommodation is re-let for the whole term of the cancelled booking at the full rental amount.

Security Bond : The bond can be paid by electronic transfer or cheque/money order. Refund of bond will take between 7-10 days by cheque/eft, providing the premises is left as found. Excessive departure cleaning, if necessary, will be deducted from your security bond. Under no circumstances will the bond be refunded upon departure. Please provide your bank details to speed up the refund process.

Re-Location: The owner reserves the right to request that his/her property be removed from the rent roll or put on the market for sale. We cannot accept responsibility for decisions made by a new or existing owner. Should the property you booked become unavailable, this office will endeavour to relocate you to a similar property. Should you not wish to take an alternative property; monies will be refunded in full.

In the event of the property being offered for sale, the guest agrees to allow the Agent to inspect the property with prospective purchasers during reasonable hours by appointment. 24hrs notice will be given.

Privacy Policy: The personal information that the tenant provides is necessary for the Landlord and/or Agent to verify the tenant's identity, to process and evaluate the application and to manage the holiday letting and premises. Personal information collected may be disclosed to other parties including the Landlord, referees, other agents and third-party operators of tenancy databases. Information already held on tenancy databases may also be disclosed to the Landlord and/or Agent. If the tenant fails to comply with their obligations under this agreement, that fact and any other relevant personal information collected about the tenant during the course of the holiday letting may also be disclosed to the Landlord, third party operators of tenancy databases and/or other agents or as allowed pursuant to the Privacy Act. If the tenant would like to access the personal information the Agent holds, they can do so by contacting the Agent at the address and contact numbers contained herein. The tenant can also correct this information if it is inaccurate, incomplete or out-of-date. If the

information is not provided, the Agent may not be able to process the application and manage the tenancy.

Description: Our staff will describe the premises and its position to the best of their ability and in good faith. No responsibility, refund or relocating for alleged misinterpretation can be accepted. The information while deemed reliable is not guaranteed.

Please do not hesitate to contact this office if you require further information.

Our office hours are: 9-5 Mon to Fri / 9-2 Sat / 10-2 Sun / Public Holidays 10-2 (Closed Xmas Day / Australia Day and Easter Sunday). If you intend to arrive outside these hours please contact our office for key pick up arrangements.

Our office no. is 02 4456 1500 and will be diverted to a mobile no. after hours.