

## HOLIDAY BOOKING CONDITIONS

Your holiday accommodation is fully self contained, NOT SERVICED and does not include linen and personal consumables, unless otherwise stated. If no linen is included in the property you must provide your own sheets, pillowcases, towels, bath mats, tea towels, toilet paper, kitchen and bathroom consumables (like sugar, tea, coffee, toilet paper and soap). If linen is provided with the property this will include sheets, pillowcases, bath towels, hand towels and tea towels. Pillows, blankets/duonas, pillow protectors and mattress protectors are provided with all properties.

### HOLIDAY PROPERTY INCLUSIONS:

Please be aware that all holiday properties are owned by individuals who provide amenities and furniture of their own. The standard of inclusions, amenities and furniture will vary widely in style and standard across properties. Our staff will describe the premises and location in good faith and to the best of their ability, however it is the responsibility of the guest to ascertain the suitability of the accommodation for their own needs. Claims for discounts or refunds will not be entertained for reasons of unsuitable accommodation.

### TARIFFS AND PAYMENT:

Tariffs quoted are correct at the time of booking and are subject to change without notice. In the event of a tariff increase, bookings confirmed by a deposit will be honored at the prevailing tariff at the time of booking. To secure your booking a deposit of 50% of the total tariff plus the full booking fee is required **within two weeks of making the booking**. If a deposit is not received by the due date stated on booking confirmation form and you have not been in contact with us your booking may be assumed cancelled. **Christmas and January bookings require payment in full by 30<sup>th</sup> October**. Easter holiday bookings require payment in full 6 weeks prior to Easter. All other bookings require the balance of the tariff to be paid prior to arrival. Keys are not given out unless full payment has been made. Payment methods available are cash, cheque, direct deposit or credit card (Mastercard/Visa only) or EFTPOS. Please note that a surcharge of 1.5% applies to all credit card/EFTPOS transactions.

### BOOKING FEE:

A booking fee of \$27.50 applies to all bookings and is not refundable.

### GUEST REGISTRATION FORM:

A guest registration form is to be completed as part of your booking confirmation. This form contains the details of your booking plus your credit card details. Your credit card details will be retained by this office to cover any damage or extra cleaning costs. By proceeding with this booking you authorize Julie Rutherford Real Estate to charge your credit card for damage, breakage, extra cleaning and rubbish removal. If credit card details are not available a bank cheque or cash to the value of \$250 will be requested as a security deposit

### ARRIVAL/DEPARTURE TIMES:

Check-in time is **2.00pm** on the day of arrival and the premises must be vacated by **10.00am** on the day of departure (unless prior arrangements have been made). **If the premises are not vacated by 10.00am an extra day's tariff may be charged**. Our office hours are 9.00am – 5.00pm Monday to Friday, and 9.00am – 4.00pm on Saturday. If you expect to arrive after hours please contact our office a few days prior to your arrival to confirm your arrangements for the collection of keys.

### GUEST RESPONSIBILITIES:

The number of occupants, including children, must not exceed the maximum number of people as advised by you at the time of booking. No mattresses, tents or caravans or more cars than the property accommodates are allowed. Should you exceed the accepted number of occupants upon the property, our office will terminate your tenancy requiring you to vacate the property immediately. Under these circumstances no refund will be given and alternative accommodation will not be made available.

No responsibility is accepted for guests personal property left on the premises during occupancy or after departure. Any insurance required by guests for their personal property must be arranged by the guests.

As a guest **you are responsible for damages, breakages and any losses during your stay**. Please report any damages or breakages promptly to our office. Guests are requested to leave the property in a similar condition to how it was found on check-in, including the location of all furniture. Excess cleaning costs, including dishwashing and rubbish removal will otherwise apply. Garbage should be placed in bins provided (RED – household rubbish, YELLOW – recycling only, GREEN – garden waste) and put out for collection on departure, or **on SUNDAY night** if your stay includes a Sunday night. If rubbish bins are not put out as requested, or if rubbish is put in incorrect bins additional rubbish removal charges may apply.

Guests are responsible for the safekeeping and **replacement of accommodation keys**. Duplicate keys are not always available. Guests requiring a key from the agent or its representative **outside office hours** will be charged a call out fee of \$50.00 (see below). Guests will also be responsible for payment of any locksmith fees if they are required.

Guests are expected to not use language or engage in any behaviour that will cause offence, embarrassment, nuisance or inconvenience to other guests, neighbours or the general public.

**SMOKING:**

NO smoking is allowed inside the premises.

**PETS:**

No pets or animals are permitted at the holiday property, unless the property is stated as PET FRIENDLY, and you have advised us you will be bringing a pet. **A surcharge of \$10 per night, to a maximum of \$100** is payable if you wish to bring a pet to a PET FRIENDLY property. **Pets are to be kept outside at all times**. If pets/animals are found at non-pet friendly premises the occupants will automatically be liable for the cost of fumigating the premises and the tenancy will be immediately terminated.

**ADVANCE BOOKINGS:**

Advance bookings are accepted on behalf of the current owner. If the property is sold or is no longer available for holiday accommodation, the agent does not accept responsibility for the decisions made by the owner. In the event of advance bookings being cancelled by the owner and/or agent, a full refund will apply. Every reasonable effort will be made to offer alternative accommodation should this occur.

**REPAIRS:**

All repairs will be carried out as soon as practicable. On public holidays, weekends and after hours it may at times be difficult to get trades people immediately. We will make every effort to minimize inconvenience, however partial refunds or discounts will not be given. In the event of a major problem rendering the property uninhabitable, we will make every effort to find alternative suitable accommodation for you. Please advise of any repairs, problems, complaints as soon as possible as we cannot fix these unless we know about them. A repairs and comments form is provided in your arrival envelope and any feedback, good or bad, is appreciated.

**CALL OUT FEE:**

A call out fee of \$50.00 will apply for staff call outs after hours. Holiday guests locked out of the premises requiring agency assistance to gain entry will also be responsible for any locksmith fees if they are required.

**CANCELLATION POLICY:**

All cancellations OR AMENDMENTS TO BOOKINGS must be in writing. All cancellations are subject to a \$75.00 cancellation fee. Bookings cancelled MORE than 6 weeks prior to your arrival date will be refunded the deposit paid, less the booking fee and cancellation fee. Bookings cancelled LESS than 6 weeks prior to arrival date will be refunded any monies paid less the booking fee and cancellation fee, only if a subsequent booking can be secured for the property for the same dates. No refund will be made for bookings cancelled LESS than 6 weeks prior to arrival date unless a replacement booking can be secured for the property. No refund on any unused portion of a confirmed holiday booking will be made.

If a booking or tenancy has been cancelled due to a breach of our terms and conditions no refund is available and alternative accommodation will not be provided.

**LOST PROPERTY:**

Any property left behind will be stored by this office for 14 days. If you require items to be mailed to you they will be COD at your expense.

**AFTER HOURS CONTACTS:**

Our staff may be contacted after hours **in emergencies only** on 0408 451 646 or 0428 933 444. Call out fees may apply.

**We hope you enjoy your stay.  
If you have any problems, please let us know and  
we will do our best to rectify them as soon as practical.**

**ENJOY YOUR HOLIDAY**

