

## **EMERGENCY AFTER HOURS CONTACT 0407 929 515**

### **TERMS AND CONDITIONS FOR HOLIDAY PROPERTY BOOKINGS**

Please remember that there is a significant difference between a holiday rental property and hotel/motel accommodation. These are the guidelines for holiday properties. You will be bound to the terms and conditions by proceeding with your booking.

### **TARIFFS**

All tariffs are to be paid in full prior to occupancy. Keys will not be given out unless full payment has been made. 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 deposit will be honoured at the prevailing tariff at the time of booking. A 1.833% fee will be charged if paying by credit card. **Bookings made via third party websites will incur further charges which will be included in total cost of tariff.**

### **BOOKINGS AND DEPOSITS**

To secure your booking, a deposit of 50% of the total rental is to be paid to confirm your booking within 4 days. If a deposit is not paid by the due date, your booking will be automatically cancelled. The full amount must be paid no later than 30 days prior to your arrival. A non-refundable booking fee of \$75 applies to each booking.

### **CORONAVIRUS - SPECIAL CONDITIONS:**

If you are making a booking and official coronavirus travel restrictions are put into place in NSW, or if official border closures (domestic or international) prevent your travel, or if you have a medical certificate to show that you are a potential coronavirus risk, then we will offer a transfer at the same property. If you require a refund instead of a transfer you will forfeit your booking fees and charges. We are suspending the \$75.00 amendment fee for transfer of these bookings.

## **CANCELLATION POLICY**

If a deposit has been paid, cancellation of your booking must be in writing and must be received by Ben Bate Real Estate.

Cancellation fees will be charged in accordance with the following conditions:

1. Bookings cancelled 60 days or more to arrival are subject to a cancellation fee of 16.5% of the total booking cost.
2. Bookings cancelled 30 to 60 days prior to arrival will incur a cancellation fee of 50% of the total booking cost.
3. Bookings cancelled 30 days or less prior to arrival will incur a cancellation fee of 100% of the total booking cost. There is no refund.

The agent or owner reserves the right to cancel the booking at any time. In the event of the premises being sold or the management agreement being changed to this of a permanent rental property, this agreement shall be cancelled and all deposit monies being refunded in full. A minimum of one month notice shall be given.

## **AMENDMENTS**

Ben Bate Real Estate reserves the right to charge a \$75.00 amendment fee for booking changes. An amendment to your booking is possible where one date of the booking remains the same. In the event that you wish to change the booking to a different premises this will be treated as a cancellation.

## **TRAVEL INSURANCE**

We strongly recommend travel insurance. Consideration needs to be given to our cancellation policy, injury, delayed flights, illness etc. We do not refund for such occurrences, therefore travel insurance is your only safeguard.

## **ARRIVAL/DEPARTURE TIMES**

Check in time is 3pm on the day of arrival. The premises must be vacated by 10am on the day of departure. Failure to vacate the property by 10am will result in an extra day's tariff being charged. Our office hours are 9am to 6pm Mon-Fri and 9am-5pm Sat-Sun. If you intend to arrive after hours,

please phone the office during business hours to make collection arrangements. A call out fee of \$50.00 will apply for all staff call outs after hours. Keys are to be returned to our office - not left in the property. If you intend departing out of office hours please advise the office.

### **INCLUSIONS**

The property is fully self-contained excluding household linen. You are required to provide sheets, towels, tea towels and pillow cases. Linen can be hired at a nominal fee.

### **PETS**

No pets are permitted. Should an animal be found on the property you will be asked to vacate the property immediately.

### **GUESTS' RESPONSIBILITIES**

As a guest, you are responsible for damages, breakages and any losses during your stay. Please report any damages or breakages promptly. Guests are requested to leave the property in a condition similar to how it was found. Excess cleaning costs (including dishwashing & rubbish removal) will otherwise apply. All appliances are presented in working order. If a technician is requested, the guest may be liable for service charge if no fault is found. Guests are also requested not to use language or engage in behaviour that will cause offence or embarrassment to other tenants, neighbours or the community

All properties are non-smoking.

The tenant should note that the property is not to be utilised for anything else other than holiday accommodation and is not available for any functions. Should this come to the attention of the agent, the tenant will be requested to vacate the property.

## **GARBAGE**

**PLEASE PLACE BINS OUT SUNDAY MORNING FOR MONDAY COLLECTION.** The RED top bin is for general waste. It is emptied WEEKLY. The YELLOW top bin is for recyclable waste. It is emptied FORTNIGHTLY. The GREEN top bin is for garden waste such as grass clippings. It is emptied FORTNIGHTLY. Please do not mix the types of waste as the bins will not be collected.

## **FISH CLEANING**

This is not permitted in any property at any time. Seafood waste is not to be placed in any bins at any property at anytime.

## **COMPLAINTS/MAINTENANCE REQUESTS**

Please advise of any issues relating to the above in writing. All requests will be actioned as soon as possible.

## **LOST PROPERTY**

Items are kept for 7 DAYS, and then disposed of. If you require items to be mailed to you, the cost of postage plus a \$55.00 service charge will be charged to your credit card.

## **DISCLAIMER**

*All information provided is given in good faith and every care has been taken to verify the accuracy and details of the description of the property. However, neither the owners, nor Ben Bate Real Estate can guarantee it. Holiday tenants should therefore make their own enquiries to clarify information that is critical to them.*