

Terms & Conditions on all Serviced Apartments Properties

TERMS & CONDITIONS OF TENANCY

To protect all parties involved in the letting of your fully self-contained property we ask that you carefully read the following Terms and Conditions:

- 1. Your holiday property is available from 2pm on your day of arrival with a vacate time of 10am on the date of your departure as shown on your booking confirmation.** If not vacated by 10am an extra day will be charged for any late check outs (unless prior arranged). Ian Ritchie Real Estate is open Monday to Friday 9am to 5pm, Saturday 9am to 12pm and is closed Sunday and Public Holidays. If special arrangements are required for collection of keys after hours a \$50.00 cash service charge **may** be applicable. (This fee is subject to revision any time without notice). Any late departures will incur a fee if no prior arrangements in place.
- 2. A Guest Registration Form is required to be completed for all bookings prior to keys being collected or left at any properties.** The registration form requests details of your name, address, drivers licence number as well as credit card details. If credit card details cannot be supplied a \$500.00 cash or EFT bond is payable. The bond balance will be returned by cheque or direct deposit within 7 days of your departure date. An increased bond may be incurred for group bookings or at our discretion. Failure to comply and abide by The Agent Terms and Conditions can result in immediate eviction without any refund of monies paid. Any bond issues attract a \$50.00 administration fee.
3. The premises are let to the person making the booking (18 or older), and will be held responsible for the conduct of all guests. The premises are let for holiday purposes, only for the period stated on the receipt and for the maximum persons as agreed with the agent at the time of the booking.
4. The premises are to be left in a clean and tidy condition, including outdoor area and supplied BBQ (where applicable) to avoid additional cleaning fees.
5. All the properties are NON-SMOKING. Any smoking inside the property will incur a \$500.00 cleaning fee + any extra costs associated with cleaning of the premises.
- 6. A deposit of 50% of total booking (plus booking fee) is required to confirm your booking and is payable within 3 days from the date you made the booking. Balance of tariff is due on your arrival date. Payment may be made by MasterCard, Visa, or direct deposit. There is a .88% credit card fee and 20c debit card fee on all holiday transactions. If paying by SecurePay a 2.2% fee will be charged on amount paid.**
- 7. All bookings incur a \$60.00 non-refundable booking fee per property. If the booking was made through a third party channel ie HomeAway/Stayz, Booking.com an extra booking fee is charged and this is also non-refundable. ANY bookings cancelled will not receive a booking fee refund.**
- 8. Cancellation Policy: Special conditions apply for cancellations. Bookings cancelled at least 60 days before the start of stay will receive 90% refund less any booking fee's. Bookings cancelled at least 30 days before the start of stay will receive a 50% refund less any booking fee's. CANCELLATIONS MUST BE IN WRITING. If you shorten your stay, the unused portion of your rental is not refundable. The Agent retains the right to negotiate the tariff or length of stay to obtain a booking on a cancelled booking as we deem necessary. The \$60.00 booking fee is non-refundable if you cancel a reservation. Please note: Peak times such as Christmas and Easter periods and bookings 2 week either side of these dates, will be NON REFUNDABLE unless 60 days' notice has been given. BOOKING.COM EXCLUDED**
9. Each holiday property is equipped for a specific number of guests. It is against OH&S/WHS regulations for more persons to occupy a property than there are beds to accommodate them. No mattresses, tents or caravans, or more cars than the property accommodates are allowed. If a property is reported to be overloaded, the tenants will be asked to vacate with no refund made.
10. Linen and towelling must be used on all beds and is provided. Please note that waterproof bedding is not provided and we ask that you supply your own if required. A \$150.00 cleaning fee will be charged for wet mattresses.

11. Under NO circumstances are Pets allowed on any holiday property unless approval in writing. If there is evidence of a pet without permission a charge will be applied. This charge will be a full Flea Treatment/Spray from Pestpac (roughly \$240.00 +gst).
12. Tenants are responsible for safe keeping of accommodation keys and/or remotes. If keys and/or remotes are lost you will be responsible for the changing of the locks and remotes (if applicable) and the cutting of 3 new sets of keys. Should a guest require duplicate keys after hours a \$75.00 service fee is applicable. If no keys are available, tenants will be liable for any costs involved in gaining entry to premises via a locksmith. Duplicates are NOT always available. **Guest must not break in or attempt to break into premises when locked out.**
13. All guests are responsible for any loss or damage arising from breakages or other damage to the unit or common property including pools during their stay, including any additional cleaning, removal of excess garbage, repairs or replacement items in the property. All properties are privately owned. Please respect the owner's property and under no circumstance should furniture be moved. A fee may be charged should this occur. Do not move items from property to property. All damage, breakages or losses to the property and/or furniture and furnishings are to be reported to the Agent within 24 hours, and paid for by the guest immediately. Should you discover a fault or breakage when you arrive, please advise us or we will consider those the responsibility of the current guest and charge accordingly. Funds will be deducted from the credit card supplied if we need to make a claim which may include, but is not limited to, the following: excess cleaning fees, damage or breakages, excess garbage removal, late checkout.
14. All guests are responsible for keeping the property secure during their stay and will be responsible for any theft or damage due to neglect in this area.
15. No responsibility is taken for tenants personal property left on 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. If requested we will endeavour to recover and return items of value inadvertently left in your holiday property, but take absolutely no responsibility for the recovery or return. Postage, packaging and 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. Items of low value will be disposed of within 14 days.
16. All laws must be observed, you are in a residential area and regard must be paid to the quiet enjoyment of other occupants in the building and neighbouring properties, noise pollution is a punishable offence by law and as such we reserve the right to immediately terminate the tenancy without refund for any breach of this condition.
17. When a booking is made, the deposit is accepted for the owner at that time. If the property is for sale and the ownership changes before your holiday, we cannot guarantee that the property will remain available. We cannot accept responsibility for decisions made by a new owner. However, if the property is sold, you will be notified, allowing time to organize alternative accommodation.
18. The booking is made in good faith by us but may be subject to change as may be notified by the owner prior to the commencement of the booking. We cannot accept responsibility for actions taken by the owner of the premises outside our control. (Every reasonable endeavour will be made to offer alternative accommodation should this occur.)
19. If your holiday property is listed for sale while you are in residence, the occupier agrees to allow the owner or agent to conduct inspections with prospective purchasers at mutually convenient times, by appointment only.
20. In the case of refurbishment or owners instructions, rental rates may be subject to increase without notice. Should this occur you will be notified and given the opportunity to pay the difference in tariff or receive a full refund of your deposit. We will also offer you alternate accommodation if possible.
21. All properties under Ian Ritchie Real Estate's management are privately owned and are rented on a fully self-contained basis. In the event of faults and/or malfunctions of appliances or inclusions there is no obligation from the owner or The Agent to compensate or discount.
22. At times situations arise of which we have no control. The Agent reserves 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 and make every reasonable effort to make sure you are satisfied with your new address.

23. The tenant agrees to allow the Agent or his nominee to enter accommodation to arrange necessary repairs.
24. 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.
25. **In the event of a call out after hours to the agent a \$75.00 call out fee applies.**
26. Web bookings description of the premises is made in good faith. Our staff will describe the premises, position and furnishings to the best of their ability and in good faith. No responsibility or refunds for alleged misrepresentation can be accepted. Please choose your property carefully using the information provided on our comprehensive website. There is no provision to change properties on your arrival if you are unhappy with your choice. (Other than on the basis that the full rental due be forfeited and full rental on new premises is paid prior to occupancy).
27. In the event of renovation/building work being carried out in or near the holiday premises, such work is beyond our control and we cannot accept responsibility for any disturbance, noise or inconvenience you may suffer as a result. No discount will be negotiated for any of the above.
28. Keys should be collected from Agent, Agents Address, during normal Business hours. Monday to Friday 9am to 5pm, Saturday 9am to 12pm. Sundays and Public Holidays the office is closed. NO keys will be left in our afterhours key safe unless the booking is paid in full and Credit Card Authorisation is completed before arrival.
29. Tariffs are subject to change without notice. We cannot be held responsible for bookings without prior inspection if the accommodation is unsatisfactory.
30. GARBAGE BINS are provided with all properties. Please ensure that all garbage is removed from your holiday property and placed in bins provided. The property is equipped with a Collection Calendar to advise of which bin/s are to be collected. You are required to place the bin on the kerbside for collection with the handle facing the property. **If bins are not put out while you are occupying the property a fee will of \$75.00 will be charged.** It would be appreciated if all garbage could be placed in plastic bags, before placing in the GREEN bin. Please place only recyclable items in YELLOW to avoid contamination. Observe neighbouring properties for correct placement of bins if unsure.
31. Booking extensions are subject to availability of the property AND payment in full being made. For longer term bookings, payment one month in advance AT ALL TIMES must be adhered to. Failure to keep one month in advance will result in a five (5) business day period to pay. We reserve the right to terminate the tenancy as at the date paid to for breach of this condition.
32. Failure to comply with any of the conditions may result in immediate termination of your tenancy.
33. Ian Ritchie Real Estate reserve the right to change the wording, add to, delete or modify these terms and conditions and this could happen at any time for any reason.

Checklist of Client Obligations

Please ensure the following is actioned by guests prior to leaving the property – Charges for Non Compliance are detailed below.

Look after the property and contents ensuring NO smoking inside premises	\$500.00 automatic loss, plus incurred account for excess charges for broken items. \$500.00 automatic loss for cleaning charges in relation to smoking plus any extra costs associated with cleaning of the premises.
Payment of Accommodation Rent in full	Rental charges deducted from card provided PLUS \$75.00 late payment fee.
Issued Accommodation Keys / Locked Out of Accommodation	\$75.00 lock-out fee for supply of keys after-hours where available, otherwise locksmith charges at YOUR cost. Cost of replacement of lost remotes and/or cost of replacement of 3 sets of keys.
Upon departure; <ul style="list-style-type: none"> - Clean BBQ - Wash all dishes and wipe stovetops - Ensure windows and doors are locked - Heating and Cooling appliances turned off as well as lights inside and out - Close curtains and blinds - Garage Roller Doors are to be put down - Rubbish taken out and put in appropriate outside bins - Clean fridge 	\$150.00 cleaning fee applicable. May be liable for loss or damage for unlocked premises.
Return of keys – checkout by 10am Return keys to office during business hours – arrangements to be made if outside office hours.	Up to one-night charge as penalty for late checkout if not advised before booking departure. \$50.00 collection fee for keys left at property if not advised before departure.

Thanks you for your cooperation with these obligations