



Mallacoota Real Estate Pty Ltd.

Mallacoota Inlet - Croajingolong National Park - Australia

Licensed Estate Agents ACN 004 794 398 Directors and Licensed Estate Agents

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TERMS & CONDITIONS OF HOLIDAY RENTALS

Keys: Will be left in the electrical meter box at the property for your arrival, unless other arrangements have been made. Upon departure please put the keys back in the meter box. They will be collected when the property inspection takes place after your departure.

Pets: No pets are allowed at any of our rental properties unless specified. If the property you are staying does except pets you are responsible for cleaning up the dog poo if not a charge of \$100 will be deducted from your security bond. If the pet has been inside the property we will deduct \$100 from the security bond for cleaning, any damages caused by the pet will be deducted from the security bond.

Rubbish: Please use the bins provided. Rubbish bins go out to road kerbside each Tuesday night for collection on Wednesday morning. General waste (the small bin is collected weekly), green waste and recyclable waste are collected on alternating weeks. If unsure, check out neighbours bins. Please be mindful Mallacoota has limited waste collection and if excess rubbish is left at the property a collection charge for the removal of the excess rubbish will be charged from your security bond. If you wish to dispose of rubbish yourself, the tip is located off Betka Road, about one kilometre south of the town.

Wood Heaters: An initial bundle of firewood will be supplied at properties with wood heaters. Once this firewood has been used, additional firewood can be purchased from the petrol stations.

Our Office Hours: Monday to Friday 9am to 4 pm. Sometimes we may be out of the office for a short time; a sign on our door will indicate when we expect to be back.

Medical problems: The Doctors surgery, in Maurice Avenue (300 metres from the roundabout), is open 9am to 5pm Monday to Friday. The phone number is 03 5158 0777. **For all emergencies dial "000" and ask for the Ambulance**

Shops: Two supermarkets (both licensed), two service stations, hardware, chemist, gift shops, Laundromat, butcher, two boat hirers, cruise operators, Bendigo Bank Branch, Post Office (bank agency), two hotels (Mallacoota, and Genoa), TAB (in Mallacoota Hotel), takeaway food, two cafes, newsagent, bait and tackle at service stations, Visitor Information Centre, bakery, Golf Club, Bowling Club, marine repairs, welding, motor mechanic & auto electrician.

Shop hours: The two supermarkets open 8.30am to 6.00pm, seven days a week. Longer hours during peak season.

Radio: Two ABC (one national, one regional) services, and a local community service, all near the 100 mark on the FM band.

TV: Mallacoota is now fully digital TV but we cannot be responsible for the quality of the reception. In bad weather signal may drop out and TV may need re tuning. Most properties do not have WiFi.

Coastguard/Weather: Mallacoota Coastguard, monitors Marine 27Mhz channels 88 and 90, Marine VHF channel 16, Marine HF emergency channels and UHF CB channel 4 (repeater). Regular regional forecasts and warnings are broadcast and they are happy to answer any enquiry.

Things to do: Make sure you call into the Information Centre/shire office. The various boat tours are really worthwhile if you've not explored Mallacoota waterways or hire your own boat, kayak or paddle boat. Explore the many beaches or take a walk on the many walking tracks in and around Mallacoota. Hire a bike and ride on the walking/bike track around to Karbeethong.

Money: Bendigo Community Bank Branch & ATM, Cashcard ATM only. Post Office is an agency for various other banks. Other nearest banks are National and ANZ in Merimbula (about 1.5 hours drive). Most retail shops have EFTPOS facilities.

Local knowledge: If there is anything you need to know, help required, advice etc, please don't hesitate to call into our office. If we can't help directly we will almost certainly know someone who can.

Church Services: See the notice board in the Post Office Arcade.

Tennis: Three floodlit courts, just behind the main street. Bookings and keys from Bribes Gift Shop.

Standard Terms & Conditions of Holiday Rentals

The Terms & Conditions of the Holiday Rentals as agreed by both parties are as follows. Variation to same by the Tenant may permit the Agent to refuse keys, amend charge or immediately terminate the occupancy.

1. All rents are to be paid in full prior to occupancy. Bookings are not accepted unless accompanied by a deposit of 50%. This may be done by credit card over the phone, direct deposit or cheque. The balance of rent must be paid a **minimum of two weeks** prior to arrival. **Under no circumstances will keys be left out without prior arrangements being made and the full rent being paid.**
2. The number of occupants must not exceed the number stated at the head of this document.
3. The property is rented to you for holiday purposes only, for the period stated on your receipt.
4. Occupancy is given from 2pm on the day of arrival. Premises are to be vacated by 10am on the day of departure. Failure to do so will result in an extra charge of \$50 per hour or part thereof, unless a late departure has been previously arranged. Keys to be left in the meter box of the rented property.
5. In the event of a cancellation by the tenant, the deposit is non-refundable unless the property is relet for the entire period. A 12.5% cancellation fee will then apply. Part cancellations will not be accepted. When a booking is in progress, if the guest decides to leave the property before the due departure date a refund is not applicable.
6. This booking is made in good faith by us the Agent. However, we cannot be held responsible for actions by the owner such as changes to the property or cancellation of a property prior to occupancy. Every reasonable endeavour will be made to offer alternative accommodation should this situation arise.
7. Our property descriptions are made in good faith. No responsibility for miss-description will be taken by us.
8. As the tenant, you are responsible for damages, breakages and loss incurred during the time of your occupancy.
9. Properties are fully equipped except for bed and house linen. In some cases linen is supplied, if so this is noted on the booking confirmation form.
10. **Strict No Party Policy.** Claims from Security Bond will be made for any parties or excessive noise resulting in complaints.
11. All bookings will require payment of a security deposit. All guests are required to leave properties as they find them in a clean and tidy condition. Guests are also to ensure quiet enjoyment of properties for neighbours. Claims will be made from your security deposit for any of the following:
 - *Untidy Kitchen including leaving dirty dishes.
 - *Excess Rubbish and/or failure to put out rubbish bins for collection.
 - *Not cleaning the BBQ.
 - *Littering rubbish and/or cigarette butts (guests are expected to put these in a rubbish bin).
 - *Staining or marking any bedding/furniture.
 - *Additional cleaning due to any or all of the above (but are not limited to all or any of the above)

Linen Hire Service

Mallacoota Real Estate Pty Ltd now offers a linen service. Linen service is charged at \$30.00 per bed, regardless of the duration of stay. Linen includes fitted sheet, flat sheet, pillowcases, bath towel, handtowel, face washer, bath mat and tea towel. Doona covers and additional pillowcases will be provided where necessary.

This linen service is offered in good faith, and we expect linen to be in reasonable condition when retrieved at the end of your stay. Linen with excessive stains marks or damaged and/or deemed unusable will incur charges as follows:

Replacement Bath Towel	\$20.00
Replacement Hand Towel	\$10.00
Replacement Face Washer	\$5.00
Replacement Bath Mat	\$20.00
Replacement Tea Towel	\$5.00
Replacement Fitted Sheet	\$30.00
Replacement Flat Sheet	\$30.00
Replacement Pillowcase	\$10.00
Replacement Doona Cover & Pillowcases	\$50.00
Additional Stain Removal & Washing Fee	\$10.00

(This charge is only for washing above the standard number of loads. This is charged per load.)

Security Deposit

Additional Cleaning Charge	\$30.00
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(This charge is only for cleaning above the standard number of hours. This is charged per hour.)

Excessive Rubbish Removal	\$20.00
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All of these charges will be taken from the Security Deposit and you will be expected to pay any outstanding amounts that are not covered by the Security Deposit. Guests will be notified in writing if we are intending on making a claim from your Security Deposit.

Note

Replacement and Additional Cleaning Charges apply to standard linen kept at the properties eg Pillows, Doona, Mattress Protectors and Pillow Protectors.