

BOOKING TERMS AND CONDITIONS

Thank you for choosing to book your holiday accommodation through Maclean Local Real Estate. We hope you enjoy your stay.

All bookings are subject to these Terms Conditions, so please ensure you read and understand them. If you have any queries we can be contacted by Ph: 66453433 or via email at holidays@clarencevalley.com.au

ARRIVAL & DEPARTURE: Our holiday properties are available from 2.00pm on your day of arrival with a check out time of 10.00am on the date of your departure. Our office hours are 8.30am to 5.00pm Monday to Friday and 9.00am to 12.00pm Saturday. If arriving after hours please notify our office and we can arrange key collection from our key box situated on the exterior of our office.

LATE DEPARTURE: A late check out fee of \$10.00 per 15 minutes will be charged to any occupants that have not vacated by 10.00am on the day of their departure. As our cleaners are sometimes on very tight schedules and we may have other occupants moving into the property on the same day as your departure, so it is imperative that you vacate the property by 10.00am.

BOOKING PAYMENT:

A booking is NOT confirmed until the 50% deposit has been paid. This deposit is required within 48 hours. The balance of all outstanding monies is due thirty (30) days prior to the date of your arrival. However, if a booking is made less than 30 days before the date of arrival, then all monies are payable **within 48 hours** of the booking being made. Payments may be made by cheque, cash or direct deposit, however your booking has been made 4 days prior to your stay, payment must be made by cash.

SECURITY DEPOSIT: A security deposit of \$300 is payable within 30 days prior to the booking. Please note monies will only be deducted if our Holiday Letting Terms & Conditions are breached. The security deposit will be refunded, minus any deductions (if applicable), usually within 10 days of your vacate date.

DESCRIPTION OF PROPERTY: As the managing agents we endeavor to adequately describe our holiday homes and units in good faith without mis-representation. We accept no responsibility for bookings made site unseen as we have made photos of all of our rental properties available on our website at www.clarencevalley.com.au so occupants can determine whether or not the accommodation is suitable. No refunds will be paid if you deem the property unsatisfactory on arrival.

PETS: Under no circumstances are pets allowed at the property unless stated otherwise.

SCHOOL HOLIDAY REBOOKING POLICY (Applies to school holiday periods in all

States): With high demand for rental properties during school holiday periods any annual re-booking needs to be made prior to your departure. Subject to receiving confirmation from the owners of the property, as managing agents we can re-book the property for the corresponding dates in the following year until 5.00pm on the date of your departure. Your booking is not confirmed until the entire deposit is paid (50% of the total booking cost) within 7 days. Maclean Local Real Estate cannot be held responsible if you forget to make a payment, resulting in a cancellation of your booking.

BOOKING FEE: Please note a \$25 non refundable booking fee applies to all bookings.

LINEN: Linen is not provided nor is there a hire service available in the area. Please note linen must be used on all beds.

NON SMOKING: For the comfort of all guests, this is a non-smoking property. We appreciate your understanding and respect your right to smoke outside. Please ensure all cigarette butts are carefully disposed of.

FAULTY APPLIANCES: All properties under our 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 Maclean Local Real Estate to compensate or discount, however we will do our very best to ensure the appliance is repaired or replaced as soon as practical.

UNEXPECTED SITUATIONS: At times situations arise for which we have no control. The staff at Maclean Local Real Estate reserve the right to move guests to alternate accommodation (subject to availability) at our 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 accommodation.

CALLOUTS: Should a tradesperson be sent out upon your request to carry out a repair that was deemed unnecessary, the cost will be charged to you. If you lock yourself out of the premises during business hours and cannot collect a spare set of keys from our office a call out fee of \$50 will be charged. If any event that keys need to be dropped out to you after business hours a call out fee of \$100 will apply.

LOST KEYS: If keys are lost you will be responsible for the changing of the locks and the cutting of 3 new sets of keys. The keys are your responsibility so please take care of them.

OVERLOADING: Each holiday property is equipped for a specific number of guests. It is against Health Department 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 and found to be overloaded, all tenants will be asked to vacate with no refund made. We would like to remind you that the Brooms Head area is unsewered and extra load on septic tanks can also cause additional expense to the owners of the property.

CLEANLINESS: It is your responsibility to ensure that all garbage is removed from the holiday property and placed in bins provided. We would also appreciate it if the council bins are put on the kerbside Thursday night for the Friday morning pick up. Should the cleaner have to remove excess garbage from the property, you will be liable to pay for the extra time spent in doing so.

DAMAGES: All guests are responsible for any loss or damage arising from breakages or other damage to the interior and exterior of the property during their stay, including any additional cleaning, repairs or replacement of items missing in the property. Please respect the owner's property and do not move furniture around. A fee may be charged should this occur. No items should be removed from the property.

BBQ's: If you choose to use the BBQ please clean it afterwards so the next person can also enjoy it. Cleaning BBQ's is not part of the cleaner's regular duties and if left in an unsatisfactory condition after your stay a \$50 cleaning fee will be charged to your security bond. Please note that not all properties have BBQ's.

SECURITY: 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.

INJURY AND LOSS: No liability is accepted for any injury, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the agent or owners control. It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situations arise.

LOST PROPERTY: 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 \$40 applies. Low value items found will be held for claiming for a maximum of 30 days and if not claimed will be disposed of.

NO EXCESSIVE NOISE POLICY: Excessive noise or behaviour that is threatening to others will not be tolerated. You are in a residential area and regard must be paid to the quiet enjoyment of neighbouring occupants. If this condition is breached we reserve the right to immediately terminate the tenancy without refund. Our properties are strictly for residential purposes only and functions are NOT permitted.

Macleans Local Real Estate has a zero tolerance policy on parties being held in our holiday houses or units. In the event that complaints are received or it is reported to our office that there is a party being held at one of our holiday premises, we reserve the right to immediately request all occupants of the property, including their guests, to vacate the premises immediately without any refund.

CANCELLATION POLICY

You agree to pay a non refundable deposit equivalent to 50% of the total cost of the booking. In the event that you cancel your booking you understand that you will forfeit this deposit, along with the booking fee of \$25.00.

Cancellation within 30 days...

Furthermore if you cancel your booking within 30 days of the date of your booking you will forfeit the full amount of your booking, unless a new booking is secured for the same period.

Please Note: No refunds of unused portions of a holiday are given. Refunds will only be paid when a new booking is secured and paid for.

Particulars of Booking are set out below on the attached Holiday Booking Form which must also be completed and signed