

Batemans Bay Holidays T&C's

By making this booking you are agreeing to our terms and conditions.

Linen:

1. Linen is NOT included, unless otherwise stated in the property description.
2. You will need to bring the following: Sheets, pillowslips, towels and tea towels.
3. The tariff will not change if the property does include linen and you choose to bring your own.

Pricing:

1. Tariffs quoted are correct at time of printing and are subject to change without notice.
2. Personal cheques must be received and cleared before arrival.
3. Keys will not be given out unless full payment has been received.

Cancellation Policy:

1. A Booking Fee of \$110.00 is required to secure all reservations at the time of booking. Payment of this deposit indicates acceptance of our Terms and Conditions
2. In the event of a cancelled reservation by you, the Booking Fee is not refundable
3. The balance is to be paid 30 days prior to your arrival. No refunds will be provided after this date.
4. December and January bookings require a 50% Deposit by 31st July and all balances to be paid in full by 31st October.
5. If your payments are not received by the due dates, we reserve the right to cancel your booking.
6. Cancellations for December/January bookings are 100% non refundable, unless the property is rebooked for the entire period. Then you may be refunded the full amount paid, less the \$110.00 Booking fee and a \$50 Cancellation fee.
7. If a refund is required to you for any reason, you will need to provide your bank details and the refund will be processed within 2 weeks of cancellation.

Incidental Guarantee:

1. Credit card details will be utilised as a security bond. We do not accept cash Bonds.
2. We reserve the right to ask for 2 x Credit Cards to be provided for certain bookings.
3. We reserve the right to make claims on the security bond if the terms & conditions are not met, resulting in loss, extra cleaning, damage, expense of inconvenience.
4. Your credit card details will be retained by this office to cover any damages and extra cleaning costs. In the event that the property has been either damaged, whether such damage is wilful or not, or left in an excessively dirty or untidy state in the sole and absolute discretion of the agent or its employees the agent may without reference enter a debit on the credit card (or not refund full security bond) in the event that the terms & conditions are broken. You will be advised via email after we receipt the payment.
5. All credit card details will be destroyed after final inspection of the property, if no claims are to be made.
6. Extra charges will occur for: Damages, breakages, extra cleaning, missing/stolen inventory, lost keys, excessive use of internet/phone, rubbish not taken to external bins, external bins not placed out on the kerbside on departure, excess rubbish not removed from the property, dishes not washed, dishwasher not emptied, fridge contents not emptied, furniture not returned to its original position or the BBQ not scraped down after use.
7. If you do not cover the costs of breaking the terms and conditions, your details may be recorded to prevent you from booking in the area again.

No Party and Noise Policy:

1. NO Parties of any kind are permitted to be held on these premises at any time.
2. We do not accept Schoolies bookings or parties to be held in any of our properties - No Exceptions – Immediate termination of the booking without refund may result.
3. The number of occupants must not exceed the number of booked occupants.
4. If we believe you are in breach of any points outlined above, we reserve the right to refuse to honour any booking made by you and or on your behalf and to evict you immediately from the premises if deception is established. Please be aware a refund will not be given in these situations.

General T&C's

1. The reservation is made in good faith by the agent but may be subject to any change as may be notified by the owner prior to the commencement of the booking. The agent cannot accept responsibility for actions taken by the owner of the premises outside of the agents control. (NB: Every reasonable endeavour will be made to offer alternative accommodation should this occur).
2. The description of the premises by the agent is made in good faith and no responsibility for misdescription can be accepted.

Guests responsibilities:

1. The premises are available from **2pm** on the day of arrival and are to be vacated by **10am** on the day of departure unless otherwise agreed.
2. Premises are let to you for holiday purposes and only for the period stated on the receipt.
3. Unless otherwise advertised, our properties are not equipped with Linen. All bed, bathroom and table linen, must be provided by the occupants.
4. Toilet paper and dishwashing liquid are not provided.
5. Pets are strictly not permitted on the premises unless otherwise advertised
6. It is the guests' responsibility to maintain the cleanliness of the property during the lease period
7. Departing guests must leave the property clean & tidy. This includes emptying the rubbish bin, washing and drying all dishes, emptying the dishwasher, emptying and cleaning of the refrigerator, oven/griller & microwave, cleaning of the BBQ, leaving the beds neatly folded back, turning off the lights & cooling/heating appliances.
8. **The cost of a standard clean is included in the tariff charged. We reserve the right to recover any costs above the standard clean from guests at or following a departure.**
9. Council rubbish bin collection occurs weekly for general waste (red topped bins) and fortnightly for recycling (yellow topped bins). Please place bins on the kerb the evening before, face out for collection. Additional services can be arranged through our staff at cost. **A fee will be charged if any excess rubbish has to be removed.** If it is a bin night during your stay please put the bin out on the kerb. **You must take any excess rubbish that does not fit in the provided bins when you leave. You will be charged the tipping fees and time if excess rubbish is left at the property plus the processing fee of \$25.**
10. **Should a guest lock themselves out of the property a \$50 call out fee is applicable.** If there is no agent available afterhours you will have to contact a locksmith and pay them directly for the service at your own cost, there will be no re-imbusement for this.
11. **Occupants will be held responsible for any lost keys. Should the occupant lose the keys, they will be charged for the cost of having a full new set cut.**
12. 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.
13. Damage to the property or its inclusions by guests or their visitors, other than fair wear and tear, must be reported to our holiday rental staff as soon as possible and arrangements made to pay for the cost of repair or replacement.
14. **Furniture is not to be moved around. Items are not to be moved from room to room or property to property. A fee will be charged should these occur.**
15. Guests must comply with the by-laws, rules and regulations of the Body Corporate property (if applicable) and any reasonable direction of the operator. The booking will be terminated if any guest fails to comply after receiving a warning.
16. All guests must conduct themselves in a proper manner so as not to cause a nuisance, including excess noise, or interfere with the use or enjoyment of the property for other occupiers or neighbouring properties. Unruly, loud or offensive behaviour will not be tolerated. **If complaints are received you will be asked to leave the property IMMEDIATELY with no refund of monies. If our staff, the police or our security guards are called to the property to deal with complaints or to give you a warning – a fee of \$300 will be charged.** For the purpose of this term, noised disruption includes loud behaviour of any type that disrupts the peace and quiet of others, intrusive and abusive language, loud music or any other sounds affecting other residents, that is audible outside the boundaries of the property.
17. We have a strict no party policy. Only the registered number of guests, listed on your booking are allowed to be present at the property. If you wish to have visitors in addition to the guests you must advise us in writing prior to your stay and ensure you receive written permission.
18. The number of occupants must not exceed the number advertised occupants. Each holiday property is equipped and paid for a specific number of guests. It is against NSW Dept of Health regulations for more persons to occupy a property than there are beds to accommodate them. No mattresses, tents, caravans or more cars than the property accommodates are allowed to be brought onto the property. If the property is reported to be overloaded, the booking will be terminated, and guests will be asked to vacate with no refund made.
19. Smoking inside all properties is prohibited. Guests must discard cigarette butts into the rubbish bins. **Cigarette butts discarded into garden beds may incur an additional charge for cleaning.**
20. Children must not jump on beds. **Damage resulting from children jumping on beds will be at the cost of the guest.**
21. No liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the agent or owners controls.

22. No responsibility is taken for guests' property left on or near the premises. **If you require items to be collected and posted to you, you will need to cover the postage and processing fee of \$25.**
23. Should any native animals (frogs, snakes, possums etc) cause concern in the property, please notify our holiday rental staff.
24. Strictly no tents or caravans are permitted on the property.
25. Any areas designated as private by the owners are strictly out of bounds.
26. **BBQ GAS REFILL**
Please do not leave the BBQ gas bottle empty on departure. If it runs out while using it please take to a swap and go service (found at most service stations) and **purchase a full bottle, keep your receipt and drop at office for reimbursement. The reimbursement will be made via cheque sent out in the mail.** Please ensure we have your address. Please note if you do not provide your receipt we will not be able to issue a refund.
27. Occupants accept responsibility for blockages in any septic system.
28. The description of the premises by the agent is made in good faith and no responsibility for misdescription can be accepted.
29. A description of the property and its inclusions is as accurate as possible. Without prior inspection, no guarantee can be given that a property will satisfy guest's expectations.

We appreciate your cooperation and hope you have a great holiday!

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