

## **HOLIDAY ACCOMMODATION BOOKING CONDITIONS**

Please take a few moments to read the following Great Southern Stays conditions of letting:

### **1. Tariffs**

1. A deposit of 50% of the total cost of your booking is required upon reservation to ensure that your booking is confirmed. When booking within 4 weeks of booking commencement date full payment is required.
2. Full payment of booking is required at least 1 week prior to commencement date – payments can be paid by bank cheque, direct deposit or credit card (VISA or MASTERCARD ONLY). Please note payments made by credit card will incur a 1.8% merchant fee. Personal cheques that are dishonoured will incur a dishonour fee.
3. With high demand in peak periods, balances of payments are required to be paid 14 days prior to the commencement date.
4. If for any reason your payments are not received by the due dates, Great Southern Stays reserves the right to cancel your booking and apply appropriate cancellation charges (see clause 4 cancellation conditions).
5. Personal cheques will not be accepted.
6. Keys/lockbox codes will not be given out unless full payment has been made.
7. Tariffs quoted are correct at time of printing and are subject to change without notice.
8. In the case of refurbishment of holiday properties, 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 offer you alternative accommodation if possible. If Guests choose to relocate to an alternative property, if the new property is of greater value than the original property booked, the extra cost will be at the guests' expense.
9. With the high demand of Christmas rebooking's, Great Southern Stays would appreciate if you could make your future booking during your present occupancy and confirm with the required deposit.
10. Within 48 hours of arrival, should you wish to reduce your length of stay you will be charged the total cost of your original booking unless we are able to rebook the vacant days.

### **2. Security Deposits**

1. Credit card details will be utilised as a security bond. The credit card will be saved as a token for any claims that are made for damages occurring during the guests stay.
2. A tax invoice will be issued should any claim be made.
3. Great Southern Stays reserves 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. Great Southern Stays, without reference to the guest may deduct monies from the guests credit card or bond to cover any additional costs.
5. A guest registration form is required to be completed by the guest for all bookings. The registration form requests details of you name, address, driver licence number as well as credit card details. If credit card details cannot be supplied a \$200.00 or 10% of booking (whichever is greater) cash security deposit is required. This will be returned to guests within 14 days of vacating after satisfactory property inspection, via direct deposit. An increased security deposit may be incurred at our discretion.

### **3. Guest Responsibilities**

1. Guests may only park vehicles in the designated areas.
2. The property must not be used for unlawful purposes.
3. 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.
4. 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 this may result in termination of the booking and loss of unused balance of accommodation
5. Parties and Functions are strictly prohibited unless the property is designated 'Functions accepted' and notification by the guest is verified. Immediate termination of the booking without refund may result.
6. It is the guest's responsibility to maintain the cleanliness of the property during the lease period.
7. 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.
8. Children must not jump on beds. Damage resulting from children jumping on beds will be at the cost of the guest.
9. 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.
10. The cost of a standard clean is included in the tariff charged. Great Southern Stays reserves the right to recover any costs above the standard clean from guests at or following a departure.
11. Council rubbish bin collection occurs weekly for general waste (green bins) & fortnightly for recycling (yellow topped bins) on either Friday or Monday, our staff will notify you of collection day upon check-in. 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.



12. 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. No responsibility is taken for guest's property left on or near 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.
13. 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.
14. 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.
15. 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.
16. If keys and/or remotes are lost, a fee of \$55 incl. GST will apply for lost keys, with an additional charge of cost (tax invoice provided) per garage/alarm remotes (if applicable).
17. **Should a guest lock themselves out of the property a \$50 call out fee is applicable.** If the office is unattended, guests may be liable for any costs involved in gaining entry to the property.
18. No more than the registered number of guests is to occupy the premise, as each holiday property is equipped for a specific number of guests. It is against WA Dept of Health regulations for more persons to occupy a property than there are beds to accommodate them. No extra mattresses are 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. Strictly no tents or caravans are permitted on the property.
20. Any areas designated as private by the owners are strictly out of bounds.
21. A guest information folder is provided in each property for your convenience. It contains contact information for staff and tradespeople in the event of any serious emergency outside office hours, along with simple procedures which may enable you to remedy minor problems such as power outages. After hours call out may incur a fee of \$55 incl. GST or greater.
22. 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.

#### 4. Cancellations

1. If a guest cancels a confirmed booking up to 3 months prior to commencement, the deposit will be returned less a \$55 incl. GST administration fee.
2. If a guest cancels a confirmed booking within 3 months prior to commencement, no refund shall be made unless the premise is re-let for the total period of the proposed occupancy, in which case a \$55 incl. GST administration fee and a service fee of 15% plus GST of the total booking amount shall be charged.
3. No refund is made on the unused portion of rent, if guests vacate the property prior to their departure date.
4. In the event if advance bookings being cancelled by the owner and/or agent, a full refund will apply.
5. Due consideration will be given, in consultation with the owner, to any cancellation at any time occasioned by exceptional circumstances.

#### 5. Change of Property/Dates

1. For a change of accommodation dates, more than 3 months prior to arrival a \$55 incl. GST administration fee will apply and subject to availability.
2. For a change of property, less than 3 months prior to arrival, Cancellation clause 4 applies.
3. No fee will apply to extend the dates of your holiday booking; however, this is subject to availability.

#### 6. Covid-19 Cancellation:

In the event of border closures and travel restrictions being imposed which result in last minute cancellations there are two options available to the guest

1. a 50% refund is processed and we open up the dates for another booking. Should we receive a booking to cover the dates of the original booking then Great Southern Stays will refund the full amount owing once the new booking has checked in.
2. a change of date offer where we accept the payment as it stands and hold funds in Trust for a period of 12 months to be utilised at the original property address, subject to availability. If the new dates are at a higher or lower tariff then the new date tariff will be imposed.

#### 7. Arrival / Departure Times

1. Arrival time is from 2pm on the day of arrival and departure time is strictly 10am on the date of departure. Extended stays may be permitted, if available, and prior arrangement has been made. A fee may apply for late departures if no prior arrangements are made.
2. On departure the keys must be returned to the lockbox provided on site. Please check the property and ensure you bring all your belongings with you. Please ensure the property is securely locked with garage doors and gates closed.

#### 8. Linen

1. All properties are fully self-contained. Linen (sheets, pillow cases, towels & tea towels) is included in all properties.
2. Additional cleaning services and linen hire can be arranged at a reasonable cost at the time of booking.



3. Linen must be used on all beds being used by the guest.

**9. Pets**

1. Pets are NOT permitted on the premise unless the property is designated 'Pet friendly'. In the case of 'Pet friendly' accommodation, a \$100 per animal pet bond is charged.
2. Upon departure of these properties all dog droppings must be removed from the premise and disposed of properly. If this does not occur a cleaning fee may be charged to the guest.
3. If pets, which have been approved, are found to be causing excessive barking and disturbing the peace they will be asked to leave the holiday accommodation.
4. If pets, which are unapproved, are found on the premises, the booking will be terminated and guests will be asked to vacate with no refund made.
5. Any pest control required as a result of a pet inside and/or on the premise will be charged to the guest.

**10. Faults/ problems**

1. All holiday properties under Great Southern Stays 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 Great Southern Stays to compensate or discount.
2. Great Southern Stays will accept no responsibility for any inconvenience with machinery breakdown. The agent's best endeavours to repair, replace or hire an alternative will be undertaken.
3. If a situation arises which we have no control, Great Southern Stays reserves the right to move guests to alternative accommodation (subject to availability) at their discretion or at the direct instruction of the property owner. If this is the case, we will notify all guests as soon as possible and make every reasonable effort to make sure that they are satisfied with their new address.
4. Should a tradesperson be sent out upon a guests request to carry out a repair that was unnecessary, the cost of the callout will be at the guests expense.
5. Guests must inform our office immediately if the property is not clean otherwise they are deemed to have accepted the property in the condition of arrival. If a property is reported as stale (dirty), Great Southern Stays reserves the right to have the property cleaned ASAP
6. Left items – if requested we will endeavour to recover and return items inadvertently left in a holiday property, but we take no responsibility for the recovery or return of these items. Postage and 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 \$27.50 incl. GST applies, this is at the guests expense. Low value items will be held for claiming, if returned to our office, for a maximum of 2 weeks and if not claimed will be disposed of.
7. Great Southern Stays may inspect the property with reasonable notice and at any time without notice if there is any belief that there has been a breach of these conditions herein.
8. If the occupancy ends or the holiday stay is terminated, guests must immediately vacate the property. Great Southern Stays is authorised to do whatever is required to enforce the eviction of any guest and removal of guests property.
9. Some of our properties provide free WIFI internet, Great Southern Stays will not be held liable for internet speed or quality of internet service from the internet provider. Any service difficulties, once reported to the property manager will be relayed to the service provider for rectification.
10. New building and renovations are common in Albany and the Great Southern. Unfortunately, the notification of surrounding property owners/managers of such work is not a common practice. If we are aware of work that will adversely affect your stay we will advise you prior to arrival. Where building or other work, of which we were not aware, does adversely affects your stay we will attempt to minimise its effect, but cannot be held responsible for the any disturbance or inconvenience caused.

**11. Properties for sale**

1. When a booking is made, the deposit is accepted for the owner at the time. If the property is for sale and the ownership changes before your holiday, we cannot guarantee that the property will remain available. A full refund will be provided if this is the case.
2. We cannot accept responsibility for decisions made by the new owner.
3. If a property is sold, guests will be notified, allowing suitable time to organise alternative accommodation.
4. If a holiday property is listed for sale while guests are in residence, the occupier agrees to allow the owner or agent to conduct inspections with prospective buyers at mutually convenient times, by appointment.

**12. Disclaimer**

- a. When a booking is made, the deposit is accepted for the owner at the time. If the property is for sale and the ownership changes before your holiday, we cannot guarantee that the property will remain available. A full refund will be provided if this is the case.
- b. Great Southern Stays has endeavoured to maintain the accuracy of the content with their websites. However, from time to time aspects of the content may be out of date. Certain information is provided by others including, owners, and for that we accept no responsibility for its accuracy.
- c. Great Southern Stays, acts as the letting agent on behalf of the owners and in accordance with the owners instructions. Great Southern Stays reserves the right to take appropriate remedial action and/or seek compensation for any serious breach of these conditions of letting.

