

Holiday Guests – Standard Terms & Conditions

WHEN YOU SECURE YOUR BOOKING YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO THESE TERMS AND CONDITIONS

1. Payment must be made in full four weeks prior to arrival by way of direct deposit into the trust account of Property Management Southcoast, or by bank cheque. Please note, we do not have credit card facilities.
2. A booking is not secure until a deposit is paid. **The booking deposit is 50% of the total tariff.**
3. **A Security Deposit of \$300.00 is due and payable with the final payment.** On the day of your departure, an inspection will be conducted and if everything is found to be satisfactory, your security deposit will be refunded by way of EFT transfer to a bank account of your choice.
4. **An administration fee of \$50.00 is due and payable with the initial deposit (non refundable)**
5. If you cancel your secure booking, the deposit is not refundable unless the property is re-booked for the entire period. If the property is re-booked, a cancellation fee \$100.00 will be charged and the balance of the deposit will be refunded to you.
6. **If you have taken occupancy and cancel any part of your booking, the total tariff is not refundable.**
7. All properties are individually owned therefore a transfer between properties is not possible. If you cancel a secure booking in order to book another property clause 5 will apply.
8. A booking is taken in good faith by Property Management Southcoast, however it may be subject to change or cancellation by the owner of the property prior to the commencement of the booking. We cannot accept responsibility for actions taken by the owner of the property outside of our control. Every reasonable endeavour will be made to offer alternative accommodation should this situation arise.
9. Check in is strictly after 3.00pm. No keys are permitted to be collected prior to this time.
10. Check out is strictly by 10.00am. A charge of \$30 will apply if the keys are not returned by 11am.
11. We can make special arrangements for after hours arrival if we have received reasonable notice.
12. Keys must be returned to 6 Howes Close, Ulladulla. There is a mail box located in the front yard for out of hours.
13. Lost keys are to be reported to our office immediately. A charge of \$50.00 will apply if we are required to supply you with spare keys outside of our office hours.
14. The premises are let for holiday purposes only, for the period stated on the receipt.
15. The persons described as the occupants at the time of booking must be the persons who check into the property.
16. The number of occupants must not exceed the number of beds stated on the description of the property.
17. The occupant is responsible for any damage, breakages or loss incurred during the term of the occupancy.
18. Cleaning, maintenance or electrical/appliance problems must be reported to our office as soon as possible and we will address the problem as soon as is reasonably practical.
19. All bed, bathroom and table linen must be provided by the guests unless stated otherwise.

20. Pets **ARE NOT** permitted on any of our properties unless it is stated that they are “pet friendly”..
21. All Properties are **non-smoking**. If you are a smoker, please smoke outside the property and dispose of the butts in a proper manner.
22. Telephone access is only available if stated in the inclusions of individual properties.
23. Air-conditioning and/or heating is only available if stated in the inclusions of individual properties.
24. Strata title by-laws and regulations of home units must be complied with.
25. Excess garbage must be taken to the Ulladulla Waste Transfer Station on Slaughterhouse Road, Ulladulla. If left at the property a fee of \$75.00 will be deducted from the guest's security deposit.
26. No person on the property shall be guilty of conduct that is a nuisance to or interrupts the quiet enjoyment of adjoining or neighbouring occupiers.
27. Excess noise is not permitted after 10.00pm.
28. In the event of a property being offered for sale, the occupier agrees to allow the owner or his agent to inspect the property with prospective purchasers during reasonable hours by appointment.
29. Every precaution has been taken to establish the accuracy of the information given to you about a property when you make a booking, but does not constitute any representation by the owner or agent. Descriptions are open to personal interpretation and all properties are furnished and equipped individually and personally.
30. No responsibility is taken for guest's personal items or valuables left on the property. If the owner of goods cannot be identified and they are unclaimed after 28 days, they will be disposed of.

Property Management Southcoast reserves the right to notify suitable authorities in the event of a serious breach of these conditions.



**6 Howes Close
Ulladulla NSW 2539
(02) 4454 5999
0438 545 999**

**Office Hours
Monday to Friday - 9am to 5pm
Saturday - contact office
Sunday - key pick up after 3pm**

If you experience any problems with your holiday property, even if it is after hours, please contact:

**Kathy Bowman on 4454 5999
Or 0438 545 999**
