

Holiday Letting Terms and Conditions

OZCOMBINED REALTY HOLIDAYS

1. The premises are let for the purpose of Holiday Accommodation only. All bookings are made for the dates as shown on the booking confirmation/agreement/e-mail/receipt and are taken in good faith by OzCombined Realty Bay & Basin however bookings may be subject to change prior to the commencement of the booking. All deposits are accepted on behalf of the current owner of the premises and OzCombined will not accept responsibility for any decision, action or agreement of the current or new owner of the premises, including but not limited to, the sale of the property, withdrawal from rental, the property being rendered uninhabitable, a change in the accommodation fee or the alteration of the property in any way prior to your occupation. OzCombined reserves the right to cancel any booking should anything arise, which is OzCombined opinion renders the booking impractical. OzCombined will attempt to notify you as soon as possible and to use their reasonable endeavours to arrange alternative accommodation or dates suitable for you, failing which all deposit monies paid will be refunded, but no other claim, right, action or demand shall exist in or be made by either party.

2. The premises will be available from 2pm on date of arrival and is to be vacated by 10 am on the vacating date, unless prior arrangements have been made and a late checkout fee paid. **PLEASE NOTE WE ARE ONLY OBLIGED TO GIVE 1 SET OF KEYS OUT PER PROPERTY.**

3. Dogs and Pets are not allowed under any circumstance, unless the property is one of our designated pet friendly properties and this has been approved by OzCombined Realty/or the property owner. Pets must remain outside at all times and all pet faeces, hair, food and any other mess caused by your pet must be removed before you depart. If there is any evidence of your pet after you depart your bond may be charged. If unauthorised pets are found at the premises, the occupants will be automatically liable for fumigation of the property and the tenancy will be terminated immediately.

4. As advance rents are accounted to the owner of the property upon receipt, cancellations are refunded only when the premises are fully re-let for the same period at the same or greater rent. All cancellations must be in writing and are subject to a 20% cancellation fee plus booking and third party booking fees taken. No refund of any unused portion of a confirmed holiday booking will be made. Travel insurance is recommended particularly for high-cost bookings. N.B A change of booking dates attracts the same conditions as cancellations.

5. Premises are furnished to the individual property owner's taste and style and OzCombined takes no responsibility for any unmet expectations of guests, or any changes made by the owner to the decor, furnishings and equipment in the premises.

6. Any repairs maintenance or service reported and requested by guests to be effected to the premises or any equipment provided at the premises, and/or deemed necessary by OzCombined, will be effected as soon as practicable, however due to unforeseen circumstances (e.g awaiting parts, tradespeople unavailable) immediate repairs may be beyond our control and no responsibility is accepted by the agent for these circumstances. No recompense will be negotiated due to the failure of any services, equipment or other contents provided at the premises. Guests are required to allow repair and or service personnel to enter the premises during reasonable hours by arrangement (and at anytime in an emergency) for the purpose of conducting any repairs, maintenance or service. Guests requesting a service call which is subsequently found not to be required will be charged the applicable service callout fee. Common examples include not correctly operating televisions, ovens and washing machines.

7. If guests do not leave the premises neat and tidy OzCombined will charge the guest and additional cleaning fee, as charged. Any spillage's, fridge and kitchen benches must be wiped, floors swept, dishes washed, dried and put away clean, BBQ cleaned (if messy), and all garbage must be wrapped and placed in the garbage bin provided.

8. Re-bookings must be made with the office during a guest's stay. Re-bookings will not be taken on busy changeover days during school holiday periods. Guests have the first option to rebook the premises for the same dates the following year but once a guest vacates the premises this option no longer be available. For re-bookings we require a \$250 (non refundable) holding deposit to be paid at the time of rebooking with the balance deposit payable 3 months after. Full payment is due one month prior to your booking dates. Re-bookings can only be accepted when the previous occupancy has been satisfactory.

9. Any printed, written or verbal description of the premises or position by OzCombined or an employee of OzCombined is made in good faith and to the best of our knowledge, however no responsibility for mis-description errors or omissions will be accepted. All courtesy will be given on genuine dissatisfaction. Any

information or terms and conditions contained in holiday brochures or related web sites are subject to alteration without notice, and to the extent of any inconsistency, these terms and conditions prevail.

10. A \$35 booking fee will apply to ALL bookings. This is non refundable.

11. The number of occupants is restricted to the number on your holiday agreement/booking. Failure to comply with this condition entitles the Agent to immediately terminate the Tenancy and forfeit all rental monies paid free from any claim whatsoever by the guest.

12. OzCombined reserves the right to request an application form and 100 point check be completed prior to approving guests to stay in accommodation. A minimum of 48 hours will be required to process. All guests that wish to stay at a property must be approved by this procedure. This application process will be conducted at the discretion of the agency.

13. Travel insurance is recommend. Especially for higher end stays.

14. You agree that you will not all smoking inside the premises at any time. We will automatically deduct \$200 from your bond for additional cleaning if smoking has occurred. You will also face a potential claim for damages.

15. Request for assistance or maintenance that is of the guests' making will incur a minimum charge of \$50 per hour.

16. Garbage bins are to be put out on a Thursday night for early Friday collection.

PAYMENTS AND KEY PICK UP

ALL bookings require a 50 per cent deposit on booking, no bookings are secure until payment has been made.

Our office is manned 7 days per week from 9am to 5pm Monday to Saturday and 10 am to 4pm on Sundays.

Once deposit has been received, you will receive a confirmation along with holiday agreement for you to sign and return to our office within 7 days.

All keys are to be collected from our Huskisson Office prior to 5pm on day of arrival unless prior arrangements have been made with one of our staff members prior to the day of arrival.

We accept payment by VISA, MASTER CARD, CHEQUES (if paying in advance) or by EFT.

A \$400 indemnity bond is taken on every booking.

PRIVACY POLICY

OzCombined Realty Bay & Basin respect your privacy as regards person details that you supply us. We provide the following to give you confidence in the way in which we handle your personal information.

Contact Us:

OzCombined Realty Bay & Basin

Shop 4/74 Owen Street

PO Box 220

Huskisson NSW 2540

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