



HOLIDAY RENTALS

## TERMS and CONDITIONS

### PAYMENT TERMS

In order to secure a booking, the total booking value is to be paid at the time of booking. All payments are processed securely via credit card transactions only. No cash accepted.

### CANCELLATION TERMS & CHARGES

The following cancellation fees will apply:

1) If a guest cancels a confirmed booking twenty-one **(21) days or more** prior to commencement of the stay, the **entire booking tariff will be returned less a \$75 administration fee.**

2) If the guest cancels their stay twenty **(20) days or less**, prior to the commencement of the stay, **100% of the entire booking tariff will be retained.** (There will be no refund unless a subsequent booking, of an equal number of days, is made and confirmed, for a future date.)

\*Notification of the cancellation/future booking must be via email/text and confirmed delivery is the responsibility of the guest.

### PAYMENT OPTIONS

Payments are accepted by **Visa** or **MasterCard only**. Credit card payments incur a variable surcharge.

### SECURITY BOND:

In addition to the booking total, a credit card authorization hold will be placed against the guest's credit card as a security bond. The bond hold will be implemented 1 day before check-in and automatically released 7 days after departure, providing no damage, breakage and/or additional cleaning fees are required

### ARRIVAL & KEYS

You will receive an email 3 days prior to your arrival to inform you that full access instructions and digital codes will be sent to you and any additional phone numbers you nominate, via text, 24 hours prior to check-in.

In the text received 24 hours before arrival, you will be provided with the location on the property of the key box and the digital code to open it, or the unique digital code to the front door, depending upon the particular property.

### CHECK- IN & CHECK-OUT

Your accommodation is **available from 2:00 pm** on check-in day.

As you will have already received access instructions and digital codes, prior to your arrival, you can access the home at any time you wish, after 2:00pm..

**Check-out time is 10:00 am** on the day of departure.

An additional fee may be charged if you do not check out by 10.00 am.

Every effort will be made to accommodate early arrivals and late departures.

Check out time adjustments may be possible on a case-by-case basis.

Early arrivals and late checkouts are at the discretion of Wine Coast Holiday Rentals.

## **CHILDREN**

In most cases, children's prices for accommodation are included in the standard tariff rates and refer to children using existing bedding. Please check with us prior to booking to verify if your accommodation can provide a child's cot and/or highchair. **At all times, a person over the age of 18 must reside at the property that will be responsible for all underage guests or visitors.**

## **BEHAVIOUR**

Parties or large gatherings are prohibited, unless prior arrangements have been made with Wine Coast Holiday Rentals. Disturbance to neighbours including excessive noise is prohibited and may result in eviction without refund.

## **BREAKAGES, DAMAGES OR MISSING ITEMS**

Damages or breakages of furniture or furnishings must be reported to Wine Coast Holiday Rentals. Breakages, damages or loss of any items within the home or external areas that are caused by any guest and/or a guest's visitor will be charged and recouped in full, from the guest's credit card.

Excess cleaning required upon departure or replacement of items removed from the accommodation will be charged to the guest's credit card.

Furniture, fixtures and fittings are not to be altered or moved between rooms or properties. There will be a charge incurred if furniture is not returned to its original location.

Wine Coast Holiday Rentals must be informed of any problem or complaint as soon as possible as to rectify the situation as quickly and as efficiently as possible. You must allow access to the property for service consultants to undertake repairs during reasonable hours. We will notify you and confirm the day, date and time of the appointment. We will arrange access if you are not available at the designated time

## **PARKING**

The guest must use the designated parking areas only. Do not park on lawns or gardens or interfere with any irrigation systems.

## **PETS**

No pets are permitted without the prior consent and written approval of Wine Coast Holiday Rentals.

If unapproved pets are found on the property, the booking may be terminated and guests will be asked to vacate with no refund made.

In relation to 'Pet friendly' accommodation, you will need to bring the pets own bedding and food/water bowls. Pets are not allowed on furniture, beds or in carpeted rooms.

If your pet becomes bothersome to neighbours, for example a dog barking continually, you will be contacted to remedy and this may result in termination of the booking and loss of unused balance of accommodation. **No pet is to be left in the home unattended.**

All pet waste must be removed and disposed of appropriately. If this does not occur a cleaning fee will be charged to the guest. Any pest control (i.e., flea treatment) required as a result of a pet inside and/or on the property will be charged to the guest.

## **LOCKOUTS & LOSS OF KEYS**

Lockouts may incur an afterhours call out fee of \$55. Loss of keys will incur all associated replacement charges.

## **COMMERCIAL USE**

The properties are not to be used for commercial use.

## **LIABILITIES**

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

## **PERSONAL BELONGINGS**

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupant's personal property left on the property and agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred.

## **TRAVEL INSURANCE**

We strongly recommend you purchase comprehensive travel insurance at the time of booking. We suggest that the policy should include, but not be limited to, the reimbursement of any monies paid in the event the travel is cancelled, loss or damage to personal baggage and loss of money and medical expenses.

## **LANDLORD CANCELLATION**

In the unlikely event of a situation whereby Wine Coast Holiday Rentals cannot provide accommodation as previously confirmed, for whatever reason, Wine Coast Holiday Rentals will undertake to relocate guests into an alternative property of equal or better grading at no expense to the guest. Should there not be a property of equal or better grading in the vicinity of the original booking, it may be required to provide guests with a property of a lesser grading. If this is the case, any reduction in costs will be refunded to the guest. The alternatives offered are at Wine Coast Holiday Rentals discretion. Should the guest wish to choose a property of a standard other than that offered under this condition, then the guest will be required to pay any difference in price between the Wine Coast Holiday Rentals recommended property and their own choice of property. If Wine Coast Holiday Rentals is unable to provide alternative accommodation the cost of the accommodation will be refunded in full.

## **PROPERTY DESCRIPTION**

The agent cannot be held responsible for any actions or changes made by the landlord of the premises. In the case of all bookings the description and inventory of the premises supplied by the agent is made in good faith but without acceptance of any responsibility whatsoever for any miss description or inventory alterations.

## **LINEN**

All properties are fully self-contained and include all linen and bedding together with additional pillows and blankets. A replacement cost will be incurred for any linen/towels/duona/pillow etc that is permanently stained or damaged.

## **LIABILITIES**

We do not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

## **SMOKING**

Smoking inside or on any balcony or deck is strictly prohibited. If there is any evidence of smoking inside, your booking may be terminated and you may be charged for a specialised clean.

## **RUBBISH**

Guests are to place rubbish in bins provided.

## **CARAVANS AND TENTS**

No caravans or tents are to be erected on any part of the property without prior written consent.

## **NO TENANCY**

You agree that regardless of your length of stay in there is no tenancy or other rights created under any Landlord and Tenant laws and there are no such laws that apply to your stay.

## **PRIVACY POLICY**

We require your contact details in order to create a booking in your name. You will be asked to provide your name, address, phone-numbers and email address so that we can stay in touch with you regards to the booking arrangements. We don't share the booking contact information and other details with anyone else under any circumstances unless we are required to do so for legal reasons.

We do not show your email address or any other details on any website.

We will not disclose it further without your consent unless required to do so for legal reasons.

## **INFORMATION PROTECTION:**

We adopt appropriate data collection, storage and processing practices and security measures to protect against un-authorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

## **By accepting these terms and conditions you agree to:**

- On departure, your accommodation is to be left in a reasonably clean and tidy state. Extra cleaning charges of \$65 per hour will apply if this condition is breached and may be charged.
- A replacement cost of \$50 per piece of linen will be incurred for any linen that is permanently stained by, but not limited to, hair dye, bleach, fake tan and permanent ink.
- Smoking inside is strictly prohibited. If there is any evidence of smoking inside you may be charged for a specialised clean fee of \$350.
- All pet waste must be removed and disposed of appropriately. If this does not occur a cleaning fee of \$65 will be charged to the guest.
- Breakages or damages or loss of items to the property and all communal or external areas that are caused by any guest and/or a guest's visitor will be charged to the amount of the broken/stolen item.
- Items removed/stolen from the accommodation will be charged to the amount of the removed or stolen item
- Loss of keys will incur all associated replacement charges.