

TERMS AND CONDITIONS – HOLIDAY RENTING

THE TERMS AND CONDITIONS OF THE HOLIDAY LETTING AS AGREED TO BY BOTH PARTIES ARE AS FOLLOWS AND DEPARTURE FROM SAME BY YOU PERMITS THE OWNER OR AGENT TO REFUSE THE KEY, AMEND THE CHARGE, OR IMMEDIATELY TERMINATE THE OCCUPANCY.

1. The premises are let to you for holiday purposes **only for the period stated on the receipt**. No weddings, parties, or large gatherings are allowed.
2. Premises are available from **2pm** on the day of your Arrival and are to be vacated by **10am** on the day of your Departure unless by special previous arrangement with the Agent. The **property is to be locked** and the keys returned to our office. If the office is closed please place keys in the slot through the door at Shop 5 at Beachtown Shopping Village, Mission Beach. (Cleaners may need access at 10am for other guests arriving later that day).
3. A **minimum deposit** equivalent to **30%** of the total booking amount will be paid **within 48 hours** of making a booking and the final **balance** of the booking amount must be made 30 days prior to arrival. For bookings of **4 days or less** the minimum deposit will be the equivalent to **one nights tariff**. **The final payment amount will be deducted from the credit card** (details of which were advised to us by the guest) unless an alternative method of payment is provided to us by the guest prior to the 30 days. **All bookings made 30 days or less prior to arrival will require full payment within 48 hours** for the booking to be secured. All bookings will attract a non-refundable booking fee of twenty dollars (inclusive of GST) payable upon receipt of the deposit.
4. We reserve the right to apply any amount of minimum night stays at any time.
5. The **number of people** occupying the premises is **not to exceed** the number of people that beds are provided for or the number of guests booked with the Agent, whichever is the lesser.
6. In the event of a **cancelled booking** by you, (for the whole time or any part there of) the deposit is **not refundable** unless the property is rebooked for the entire period, and if successful an administration fee of \$100 will be charged. Should you advise us that you wish to shorten your stay on, before, or after your arrival, full payment on arrival is still required until we can rebook that time. Any monies will then be refunded. **We strongly recommend you take out travel insurance.**
7. With telephone, internet, walkin and postal bookings, the description of the premises is made in good faith but **no responsibility** for unintentional **misdemeanors or omissions, will be accepted by the Agent**. In a block of units each unit is owned individually and therefore set up differently, so please enquire first what each unit consists of.
8. The booking is made in good faith by the agent but may be subject to change in relation to (a) increasing the nightly or weekly rate without notice by the owner and (b) the property being sold or permanently let prior to the commencement of the booking, in which case the agent cannot accept responsibility for these actions taken by the owner. Ray White Mission Beach will endeavour to find alternative accommodation should the property sell prior or inadvertently becomes unavailable due to instructions by the owner.
9. In the event that any **appliance breaks down** every reasonable endeavour will be made to repair, replace or hire an alternative. The **Agent or owner accepts no responsibility for any inconvenience**. Mission Beach has limited access to tradespersons and your patience is sought should this occur.
10. **Breakages and losses** to the property are to **be reported to the Agent** and paid for immediately. Breakages or damages not caused by normal wear & tear will be charged to your credit card if necessary and you will be provided with an invoice and **advised of any such deductions**. Please note that it is not our intention to charge for accidentally broken crockery. No responsibility is taken for guests personal property left on the premises.
11. Please **lock up prior** to going out.
12. All bed and bathroom linen are provided but guests should bring their own beach towels. If guests require a **change of linen** or periodic cleaning during their stay **an extra charge will apply**.
13. **Pets are not allowed** on or about the premises unless specifically approved by the Agent.

14. No person on the premises shall be guilty of conduct that is a nuisance to adjoining or neighbouring occupiers. In units, Body Corporate by-laws must be adhered to. All Local Council by-laws must also be adhered to.
15. In the event of the 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 with the guests.
16. Should the property not be left in a **reasonably clean and tidy state**, any cleaning costs above and beyond the normal will be charged to the credit card provided upon booking. Guests **will be provided with an invoice detailing the extra cleaning** and will be advised by email or whatever means available of any such extra deductions.
17. The Agent **reserves the right to apply a bond** on any holiday premises if considered necessary.
18. The Agent **will not be responsible** for **alternative accommodation** or any other cost when guests arrive after hours.
19. In apartment buildings only one car is permitted per apartment. If you are bringing a boat or there is more than one car, guests must park these off site.
20. Ray White Mission Beach Rentals and property owners **will not be responsible for any inconvenience from the activity of building or earth works**, or any works instigated by the Body Corporate or owner of a unit complex, or owner of a holiday house or unit or any such works on a building or public or private infrastructure nearby the premises.

Office hours are 9.00 to 5pm Monday to Friday and 9.00 to 11.00 am Saturdays. Closed Sundays /Public Holidays. If arriving after hours please make sure you organise any balance of payment and key collection beforehand. OFFICE LOCATION IS SHOP 4 BEACHTOWN SHOPPING VILLAGE, PORTER PROMENADE, MISSION BEACH next to the Newsagency A KEY SAFE is provided on the wall outside the rear of the Ray White Shop 4 Beachtown & clearly marked KEYSAFE.

RECEIPT OF THE DEPOSIT IN PART OR IN FULL, BY RAY WHITE MISSION BEACH RENTALS CONSTITUTES ACCEPTANCE BY YOU THE HOLIDAY GUEST/S, OF THESE TERMS AND CONDITIONS.

GUEST SIGNATURE on behalf of all guests:

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PRINT NAME:

DATE:

Ray White™