

Holiday Booking/Tenancy Agreement. The Tenant Understands and Agrees to The Following Terms & Agreements.

The PREMISES ARE LET TO YOU FOR HOLIDAY PURPOSES DURING THE PERIOD STATED ON YOUR RECEIPT.

- 1. The Deposit and Booking fee (\$33.00) is due within 5 days of booking date or the booking will be cancelled.**
- 2. Balance of your full payment is due 60 days prior to your arrival. Bond payable 10 days prior to arrival.**
Cancellations Policy: Cancellations must be in writing to us, part cancellation of a booking is not accepted. Deposits/Full Payments/Booking Fees on cancelled bookings are only refundable, less cancellation fee of 20% (min. \$75.00) when and only when the accommodation is relet for the full term of the accommodation period and tariff equal to the booking. All changes/ cancellations must be given in writing. Emails accepted, request a read receipt, for acknowledgement.
- 3 The office does not have EFTPOS or credit card facilities. We only accept direct deposits.**
- 4 Keys are available for collection after 2 pm, unless other arrangements have been made. After hours keys are available at Old Bar Video, open till 7pm Friday Saturday or the General Store for the Pines Units. After hours departures-keys left in the front door slot at Robert J Pollock Real Estate/Manning Point General Store for the Pines.
- 5 Pets are definitely not permitted, unless otherwise arranged with the Agent.
- 6 Linen, Toiletries including toilet paper are not provided. BBQ are not provide unless otherwise specified.
- 7 Occupants should NOT exceed the number of persons that the property sleeps, no extras permitted.
- 8 Rowdy behaviour or ill treatment of the premises will not be tolerated. Noise to be keep to a minimum after 10 pm.**
- 9 Bookings are taken in good faith on behalf of the property owner. We regret we cannot be held responsible for cancellation or changes made by the Landlord. In this event we would always endeavour to relocate your booking in alternative accommodation or refund your payment in full.
- 10 The description of the premises by the agent is made in good faith and no responsibility for misrepresentation can be accepted. These properties are not fully serviced. All properties are available to view on the web site.
- 11 Strictly no cleaning of fish or other marine life in or on the premises. Cleaning tables, at most jetties and boat ramps.
- 12 Complaints are to be in writing, we do appreciate you drawing these matters to our attention and we will do everything possible to rectify any problems. You will receive a client feedback sheet in your welcome pack. Please hand this form into the office when you return the keys on vacating.
- 13 In the event of lost keys or the tenant being locked out and an after hours call out is required, a call out fee in the amount of \$50.00 will be payable on delivery of keys. Contact Robert J Pollock Real Estate Ph. 0408-655155 or Ph: 65537190
- 14 **Damages;** The tenant shall reimburse the Owner all invoiced expenses in respect to remedial work and shall not be limited to the bond, payment by tenant within 7 days on written notification (including email) from the Agent.
- 15 Strata Title By-Laws of home unit, villas and townhouses are to be complied with.
- 16 Our Holiday Properties stipulate "No Smoking" and we request that this stipulation is adhered to. Non-compliance \$150.00 from the bond without notice.
- 17 No responsibility taken for tenant's personal property left on premises on departure/ lost or stolen during your stay.
- 18 Arrival Time is 2 pm. Departure time 10 am, When vacating, return the keys to Robert J Pollock Real Estate. Unless other arrangements have been made. If keys are handed back late or left at the property an extra day's accommodation will be charged or taken from your bond.
- 19 Do not lock the keys inside when you leave, or an extra day's accommodation will be taken from your bond.
- 20 Please do not move the furniture around. Should the furniture be moved and need putting back, any expenses incurred will be at the tenant cost.
- 21 Please leave the property in the condition you found it. A standard clean will be provided, but everything else outside the standard clean will be charged accordingly, generally a charge of at least \$100.00 for extra cleaning and taken from the bond, without notice. Put out any garbage and remove all food from cupboards and fridge. Wash up, put away all kitchenware and don't leave anything in dishwasher (if applicable) or an amount of \$50.00 will be taken from the bond.
- 22 Tenants are requested to put out bins every Thursday night. If the bins are not put out, a cleaning tip fee of \$50 will be charged to have the rubbish removed. Please ensure that NO rubbish is left on the premises on vacating.

- 23 In the event the property is offered For Sale, the Tenant agrees to allow the Owner or Agent to inspect the property with prospective purchasers during reasonable hours & by appointment.
- 24 Please leave the BBQ clean (if applicable) and as you found it or the amount of \$50.00 will be taken from your bond to cover cleaning costs.
- 25 Non-compliance of the above conditions will result in Direction for immediate vacation of the Premises and No Refund will apply.
- 26 Cars boats and trailers must be parked at the premises so as not to create a safety hazard or nuisance to adjoining properties. Strata Units/Villas/townhouses generally do not have parking for boats, vans & trailers. Check your accommodation information sheet for parking.
- 27 Robert J Pollock Real Estate needs to be made aware should there be a function intended by the guest/tenant. Strictly no parties, weddings or other functions involving more people than the property can sleep, in bedding provided, is permitted without prior written approval by the owner or Robert J Pollock Real Estate.
- 28 Tariffs are subject to change without notice. The tenant cannot hold Robert J Pollock Real Estate accountable for bookings if the accommodation is unsatisfactory on arrival, without prior inspection. The description of the premises by Robert J Pollock Real Estate is given in good faith and no responsibility for mis representation will be accepted. No refunds are given, if you are not satisfied with your accommodation.
- 29 Individual House Rules may apply in addition to these standards terms and conditions. Any breach of the above Holiday Letting Terms and Conditions, as agreed by both parties, permits the owner or Robert J Pollock Real Estate to refuse the key, amend rent, or immediately terminate the Tenancy.