



Conditions of Tenancy

Booking Terms

1. For all bookings, the balance of the tariff is to be paid no less than 14 days prior to arrival date. For bookings made within 14 days of the arrival date, full payment must be made at the time of making the booking.
2. All bookings made more than 6 months prior to arrival must pay \$200 to secure the booking, and pay the balance of the 50% deposit no less than 6 (six) months prior to arrival date. The balance being owed 14 days prior to arrival. If a deposit is not paid by the due date, the booking will be cancelled.
3. Bookings can only be confirmed once a deposit has been paid.
4. Failure to meet the above terms may lead to the automatic cancellation of your booking.

Cancellations

1. Full refunds of deposits (less a \$110 cancellation fee) are possible only with a minimum of 2 (two) months notice. If less than 2 months notice is given then the full deposit is forfeited unless the property is relet by us for the full term of the booking. No refunds of any unused portions of a holiday are given. No refund will be given for bookings cancelled in any school holiday period unless the property is rebooked.

General Terms and Conditions

1. We cannot accept responsibility for actions taken by the owner of the premises outside our control and we reserve the right to cancel any booking as per the owner's instruction. In this event, we will notify you as soon as possible and do our best to arrange other accommodation or dates suitable to you. If this is not possible, all deposit monies paid will be refunded, but no other claim, right or action or demand shall exist in or be made by either party.
2. The premises are leased to you for holiday purposes strictly for the period stated on your receipt. Under no circumstances are any commercial enterprises to be conducted from the property.
3. Your booking will commence, and keys may be collected any time after 3pm on the day of arrival and the property must be vacated no later than 11am on the day of departure. Upon departure, keys must be left on the 'return key' hook inside the apartment no later than 11am or you may incur a late checkout fee.
4. In order to collect keys outside of normal business hours, please contact our office on 57942189 or 0416 112 890 and we will make alternative arrangements. Under no circumstances will keys be permitted to be collected without the full accommodation cost being paid, and security deposit held.
5. The holiday guest must supply management with a signed completed Holding Security Deposit form before the booking commences, with credit card details to be held as a \$500 or \$1000 security deposit (depending on the property) against claims for late departure, excess rubbish, additional cleaning and damage to the property or its contents. The liability to the holiday tenant shall be the full cost of all excess charges and/or repairs whatever that may be. Should the holiday tenant not be the holder of a credit card, the agent will accept cash deposit or cheque. If the deposit is in the form of cash or cheque, this will be paid back, less any charges, to the holiday tenant within 30 days of departure by way of cheque.

6. Our staff will describe the property and location in good faith and to the best of their ability. It is the responsibility of the tenant to assess the suitability of the accommodation for their needs. Claims for discounts or refunds will not be entertained for reasons of unsuitable accommodations.

7. At the time of booking you will nominate the maximum number of people that will occupy the property and you will accept that this number must not be exceeded under any circumstances. Bookings will not be accepted where there is not enough bedding for the claimed number of occupants.

8. Should you exceed the accepted number of occupants upon the property, our office will terminate your tenancy requiring you to vacate the property immediately. Under these circumstances no refund will be given and alternative accommodation will not be made available.

9. Each property may have additional 'rules' that apply. These will be posted on a notice within the property and will form part of these terms and conditions.

10. Items left at premises will not be automatically returned. We will hold the items for a maximum of two weeks and then pass them on to a local charity. Items will be returned to you on a COD basis only.

11. In the event of the property being for sale, inspections with prospective purchasers may be necessary during reasonable hours by appointment.

12. Unless otherwise specifically stated, pets are not permitted upon the property. If the property is pet friendly, the holiday tenant will be responsible for the removal of fleas, faeces etc. from the property upon vacating.

13. Tenants locked out of premises outside working hours or who require us to deliver keys to them during working hours must pay a \$60 fee. (This can be taken from your security deposit). If a locksmith is required, the tenant will be responsible for the payment of the locksmith's account.

14. Any and all damages to the property, common areas or fixtures and fittings of the property must be reported to the manager immediately and paid for by the tenant.

15. The tenant agrees to leave the property in a clean and tidy state, with rubbish removed and all washing up done and stacked away. Any costs for cleaning above the standard items that our cleaners do must be paid for by the tenant. Excess rubbish that does not fit into the bins at the property must be disposed of responsibly by the tenant.

16. Barbeques must be left in a clean and tidy state and ready to be used by the next tenant. A fee may apply if you leave the barbeque dirty. If you find the barbeque dirty on arrival please contact our office immediately and we will arrange for someone to clean it.

17. No responsibility will be taken for personal belongings of the guest. Any required insurance for your belongings must be arranged by yourself. No liability is accepted by the management or property owner for any injury, debt, damage, loss, delay or inconvenience caused by events outside the management or owner's control.

18. Bookings are taken by the management in good faith, however, the guest acknowledges that the management does not own the property and that the owner may instruct the management to cancel or ask the tenant to amend booking dates at any time up until the day of check-in.

19. Bookings are taken by the management for the current owner. If the property is sold we cannot guarantee that the new owner will continue to make the property available.

20. Guests will make every possible effort to ensure that they do not interfere or cause a nuisance to neighbours. Excessive noise can be a major cause of complaint. Loud music, televisions and partying that causes excessive noise will not be permitted between 9.00pm and 7.00am. Should our office receive a significant number of complaints, we may have to review your tenancy.

21. In strata titled properties, strata by-laws must be complied with at all times. Management has no control over the by-laws posted on strata titled properties.

22. The management may refuse to accept any booking where the agent has been instructed by the owner or where the management believes the booking is not in the best interest of the owner.

23. All guests are responsible for keeping the property secure throughout their stay and upon vacating. Any theft or damage due to not securing the property shall be the responsibility of the holiday tenant.

24. All property interiors are non-smoking. Holiday tenants failing to abide by this term may be responsible for the cost of cleaning all carpet, furnishings and window coverings.

25. The guest agrees to allow the management and/or appointed tradesperson to enter the property at any time to effect or investigate repairs or complaints.

26. All repairs will be affected as soon as practicable. On public holidays and after hours it may at times prove difficult to get tradespeople straight away. We will always do everything we can to minimise inconvenience caused but cannot issue partial refunds or give discounts. In the event of a major problem rendering the property uninhabitable, we will make every effort to find alternative, suitable accommodation for you if the property is uninhabitable.

27. The management is not responsible, nor has any control over building/renovation work being carried out on neighbouring properties, and cannot issue refunds in such circumstances.

28. Tariffs may be varied at any time up until the time of booking accommodation. Quotes are valid for 30 days only.

29. These terms and conditions may be varied at any time without notice. A printed copy of terms and conditions can also be obtained from our office.

30. Any printed, written or verbal description of the premises by the management or an employee will be made in good faith, however, no responsibility for contested description can be accepted.

Please read these terms and conditions of your holiday letting contract carefully, as any departure from these conditions permits the owner or management to refuse the key, amend the rent or immediately terminate the tenancy.



Dear Guests,

This is just a friendly reminder that fees will apply for late departure, excess cleaning (i.e. garbage removal & dirty dishes) and damage to the property or its contents (refer to General Terms and Conditions #5).

Thank you for your co-operation in advance and we hope you enjoy your stay here at The Jetty.

Yours sincerely,

Jacquie & Terry.

The Jetty Management.