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Standard Terms & Conditions – Holiday Lettings

Please read carefully

1. All bookings are arranged for the dates shown on your receipt
2. All bookings are made in good faith by our Agency but may be subject to change as may be notified by the owner prior to the commencement of the booking.
3. Bookings will only be confirmed upon payment of the refundable security deposit of \$300/\$500/\$1000/\$2000 (tariff category dependent), which must be paid within 7 days of making the booking. If the deposit bond is not paid by the due date your booking will be cancelled without notice.
4. Annual rebookings must be made within the term of your present occupancy and confirmed with required holding deposit of \$100.00. The balance of the deposit is due 6 months prior to the start of your holiday.
REBOOKINGS CANNOT BE ACCEPTED ON SATURDAYS OR SUNDAYS.
5. All forward booking deposits are accepted on behalf of the present owner. Should ownership's change; we cannot accept responsibility for arrangements or decisions made by the new owners.

LETTING/FEEES

6. All letting fees are payable prior to commencement of letting period.
 - For Christmas, Easter and School Holidays the balance is due **21 days** prior to arrival.
 - For after hour's arrival the balance is due prior to arrival; **otherwise keys cannot be issued.**
 - For all other periods the balance is due on arrival and prior to the issue of keys.

Payments can be made by: cash, cheque, money order or by direct deposit (please contact for details).

7. Weekly lettings commence at **1:00pm** on the day of your arrival and terminate at **10:00am** on the day of your departure. Please return keys to our office. (If unattended, please place keys in large locked letterbox).
8. Guests arriving after hours will need to call **MBL 0427 122 345** to arrange key collection.
9. IMPORTANT-PLEASE NOTE: Letting fees are subject to increase without notice. If the rent is increased after making your booking, you will be given the option of paying the increase or receiving a full refund of deposit.
10. Should a guest require duplicate keys after hours a \$55.00 service fee will be charged. If no spare key is available guest may be liable for any costs involved in gaining entry to the premises. **Guests must not break in or attempt to break into premises when locked out.**

CANCELLATION / REFUNDS

11. In the event of a cancelled booking, the deposit is not refundable. However if we are able to rebook the premises for the **entire booking period** a cancellation/administration fee of **\$50.00** will be charged, and the remaining deposit refunded.
12. No refunds are possible for any unused portion/s of the booking.

- 13 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 should any circumstances arise that, in our opinion, renders the booking impractical. In either event, every reasonable endeavour will be made to arrange alternative accommodation or dates suitable to you, failing which all deposit monies, will be refunded. However, no other claim, right, action or demand shall exist in or can be made by you.

GENERAL

- 14 Please wrap all garbage and place in the appropriate bin supplied. Council contractors collect every Monday, Tuesday or Wednesday night, depending on your location (Monday morning for Hallidays Point/Diamond Beach area) so please place the bins at the kerb the **night prior**. Please ensure excess garbage is disposed of, prior to departure.
- 15 As you are not charged a cleaning fee, you are required to **leave the premises clean, neat and tidy**. Please ensure that prior to your departure that all washing up is done and all garbage is wrapped and placed in the appropriate bin provided. Fish must not be cleaned on the premises. Extra fees will be charged should the premises be left in an unsatisfactory condition determined by our Agency. A security deposit may be required at the discretion of the Agent.
- 16 The health authorities do not allow overcrowding. Therefore the number of guests of a property must not exceed the number indicated on our Website, Guide or Ozstays , Stayz listing.
- 17 Animals/pets are not permitted in or about the premises. At premises designated “**pet friendly**”, pets are welcome but are not permitted inside under any circumstances. Agent is to be advised of the pet type, size etc at the time of booking. Bonds may be required.
- 18 If the property is being offered For Sale the occupier agrees to allow the owner or Agent to conduct inspections with prospective purchasers at mutually convenient times by appointment.
- 19 You are required to allow repair and/or service personnel to enter the premises for the purpose of conducting any repair or service deemed necessary by the Agent. Access times will be arranged prior where possible and, unless in the opinion of the Agent an emergency situation could exist or arise, will be between the hours of 9.00am and 5.00pm.
- 20 The Guest is responsible for payment for any damage, breakage or loss. All such occurrences must be reported to the Agent.
- 21 Do not move furniture &/or items from one property to another; Do not move furniture from one room to another and ensure that only designated balcony furniture (where supplied) is used outside.
- 22 We cannot accept responsibility for personal possessions left on the premises. Please ensure that you have packed everything before vacating. If items are left behind, we will endeavour to recover and return items of value, but take absolutely no responsibility. A handling fee of \$22.00 plus postage will be charged when guests request lost property to be returned by COD post.
- 23 Avoid unnecessary noise and behaviour that may disturb or distress neighbours or adjoining occupiers. Children are not allowed to play in driveways or staircases. Bylaws are to be obeyed. Should police be called during your stay, immediate eviction could occur.
- 24 Property descriptions on our Website, Stayz or Ozstayz, or with telephone enquiries are made in good faith. No responsibility can be accepted for errors, omissions or misdescriptions.
- 25 Unfortunately, we are unable to deliver messages. We suggest “faxpost” be utilized.
- 26 Mailbox keys are not supplied. If you are expecting mail, have it directed c/- the local post office of c/- our office, and check every now and again.
- 27 All properties are furnished and fully equipped, except for linen. You will need to bring linen, toilet requirements and cleaning agents. Our aim is to maintain a high standard of accommodation but we must point out that the properties are privately owned and are furnished to the individual owner’s standard.
- 28 Telephones are not generally available in properties, unless otherwise stated. If a telephone is provided, all calls must be paid for.
- 29 No guests under the age of 21 will be permitted to occupy holiday properties unless accompanied by an adult. Sorry, schoolies bookings cannot be accepted as we do not have the policies, procedures and resources to accommodate these bookings.

- 30 All accommodation is for residential purposes only. Functions, parties and extra guests are strictly not allowed and PENALTIES APPLY. Any type of function, party or get-together will incur a MINIMUM non-negotiable function fee of \$500 and immediate eviction will occur without refund for any unused stay. In addition MidCoast Realty will be entitled to claim the security deposit where any cleaning is required or damage results to the premises.
- 31 In the case of apartments, units and villas – car parking or carports are usually numbered. Extra vehicles, boats, etc, are to be parked outside the grounds, or other satisfactory arrangements made with MidCoast Realty.
- 32 Guests will be responsible for costs incurred for retuning TV/VCR's which have been detuned by guests or by the attachment of electronic devices, play stations etc.
- 33 Any printed, written or verbal description of the premises or position by MidCoast Realty or an employee of MidCoast Realty is made in good faith and to the best of our knowledge; however no responsibility for misdescription, 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 websites are subject to alteration without notice, and to the extent of any inconsistency, these terms and conditions prevail.

MidCoast Realty reserves the right to make a claim on the security deposit if:

- The property requires extra cleaning, including unwashed dishes & dishwasher not emptied.
- BBQ not clean
- Requesting a service call that is found to be not required
- The property is left unsecured resulting in loss/damage.
- Removal of excess rubbish left at the property will incur a charge of \$20
- Replacement of furniture that has been moved from its original place
- Penalty for being in breach of tenancy for overcrowding the property
- Keys not returned at time of departure

PLEASE READ THESE TERMS & CONDITIONS OF YOUR HOLIDAY LETTING CONTRACT THOROUGHLY AS ANY DEPARTURE FROM THESE CONDITIONS PERMIT THE OWNER OR AGENT TO REFUSE THE KEY, AMEND THE RENT OR IMMEDIATELY TERMINATE THE OCCUPANCY.

PLEASE ENJOY YOUR STAY AND ALLOW OTHERS TO DO THE SAME



Thank you for making a holiday booking with MidCoast Realty Hallidays Point/Diamond Beach. Please take a moment to review and complete the form below to avoid any misunderstandings. This will ensure a quicker check-in and more time to enjoy Hallidays Point and the surrounding Manning Valley & Great Lakes districts. Thank you for completing and returning this form along with your deposit.

OFFICE BUSINESS HOURS: Mon-Fri 9:00am – 5:00pm, Sat (9:00am – 1:00pm) Sun: By Appointment

PLEASE NOTE: Keys will not be issued to holiday properties until payment is received in full.

HOLIDAY LETTING BOOKING AGREEMENT

Holiday Property: _____

Tariff: \$ _____

Security Deposit Required: \$ _____ Due: ___/___/___ Balance: \$ _____

Arrival 2:00pm on: ___/___/___ Departure 10:00am ___/___/___

GUEST DETAILS:

Guest Name/s: _____

Street Address: _____

City/Country: _____ State: _____ Postcode: _____

Licence No: _____ Car Rego: _____ Daytime Contact No _____

Mobile No: _____ No of Adults: _____ No of Children _____

Emergency Contact & Name & No: _____

I/We agree to the Terms and Conditions of the Holiday Letting Contract with MidCoast Realty.

Signature(s) _____

Direct Deposit Payment Details:

MidCoast Realty Trust A/C
BSB: 650.300
A/C No: 981006601