

ESCAPE HOLIDAY RENTAL BOOKING TERMS

TERMS & CONDITIONS OF TENANCY AGREEMENT

All booking requests and subsequent reservations are taken subject to the following Terms and Conditions. Payment of the rental deposit constitutes acceptance of these Terms & Conditions.

CONDITIONS OF RENTAL

A two (2) night minimum period applies to all bookings except for long weekends which is 3 night minimum, Easter 4 night minimum and Christmas & New Year/ December & January School holidays which is a 4 night minimum. Unless otherwise negotiated and stated in writing.

Check in time is 2.00pm and Check out time is 10.00am. This may be negotiated depending on the time of the year and in concurrence with post or preceding bookings.

Linen including towels and sheets is not supplied on the majority of properties, please contact our office for confirmation on your chosen holiday home. Kitchen Tea Towels may also be required in selected holiday homes. Before arriving we suggest to contact admin to ensure what you need.

Properties in the Wallaroo Marina may have pontoons, the safety of guests and young children are your priority at all times. All boat owners are required to travel on the residential marina at no greater than 4 knots.

KEYS

Key information is given once final payment is made including bond. If keys are misplaced or lost while occupying the property a call out fee of \$50 will be charged accordingly. If keys cannot be located the tenant is liable for the cost of replacement keys or replacement of locks.

DEPARTURE:

Upon departure please check the property carefully, as we cannot guarantee any items left behind will be found and returned to you. We take no responsibility for any items left behind. If any items left behind are reported, Escape Holiday Rentals will contact the cleaner to collect them, there will be a charge of plus postage costs to be paid by the guest before posting items. Items will only be held for 1 week, if no contact is made by tenant all items will be given to good will.

NUMBER OF PERSONS:

The property is rented on the basis that it accommodates only the number of persons specified. Additional occupants will be asked to leave or additional charges may be payable, which at the discretion of Escape Holiday Rentals will be deducted from the security bond. If you are wanting to re book a property it has to be whilst staying at the property, also based on availability.

PETS:

Pets are allowed on selected properties. We reserve the right to terminate the tenancy if your pets are found on the properties that don't accept them. You will be given a pet notice if they are allowed on the property.

SMOKING:

All properties are non-smoking inside. Please dispose of all butts in the outdoor garbage bin. If any are left on the property you will be charged a fee.

ACTING AS AGENT:

Escape Holiday Rentals acts as a booking agent for the various accommodation properties. All properties are listed, advertised and described to the best of our knowledge. All equipment on the properties are maintained to a high standard, in the unfortunate circumstance of a breakdown all repairs will be dealt with promptly however they cannot be 100% guaranteed. The owners will also make every effort to ensure the property is available as booked. However the owners reserve the right to make alterations to bookings due to unforeseen circumstances. Escape Holiday Rentals does not guarantee bookings if the property is removed from the rental market by the owners.

PAYMENT DETAILS

To confirm your booking you will need to pay a deposit this is required to secure your booking.

Payment can be made by Online or by Cash, Credit Card (surcharge applies) or Direct Debit (Internet

transfer).

Balance is due to be paid 14 days prior to your arrival. If your booking is made less than the 14 days to your arrival the payment will be required in full at time of confirmation.

A Security Bond payment is required before your arrival date and then the keycode details will be given. The bond will be credited to your bank account once our property has been inspected and cleaned. Please give us your bank account details once you have departed the property. We agree to ensure this occurs within 7-10 working days of your departure.

TARIFFS

All tariffs quoted at the time of the booking shall be subject to change without notice. Once you have confirmed your booking and paid a deposit the quoted price remains fixed.

CANCELLATION CONDITIONS:

If cancelled over 4 weeks prior to occupancy: all payments received will be refunded.

If cancelled within 2-4 weeks prior to occupancy: deposit only will be forfeited.

If cancelled within 1 week prior to occupancy: 100% of all costs will be forfeited.

If Tenancy is Terminated: 100% of all costs will be forfeited

TENANCY ETIQUETTE

We appreciate most will respect our property but the occasional abuse requires that we state the following.

Parties and Functions are strictly prohibited. The price charge is for domestic use only and not commercial. Our rates do not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. We remind you, you are residing in a private residential area. Lack of respect to neighbours in the surrounding area, including excessive noise will not be tolerated. Escape Holiday Rentals reserves the right to terminate a tenancy as a result of bad behaviour.

DAMAGES

All properties are rented to you in good faith and on the condition that you look after it as it was your own. Any damage, loss or expense incurred is a result of your breach of the Terms and Conditions, whether reported by you or found by us must be paid for and will be charged against the bond. Any additional costs over and above your bond will be invoiced and you will be charged accordingly.

Cleaning: All Escape Holiday Rentals properties are cleaned after guests departure. We reserve the right to charge an additional cleaning fee if the property is left particularly messy or if the BBQ is not left clean. This means that upon departure empty your rubbish into the wheelie bins and leave the place neat and tidy.

VACATING TIME

The property should be vacated on time and secured. All windows and doors should be locked. All keys must be returned to Management or as otherwise directed.

All food must be removed from the fridges, all rubbish to be put in the appropriate council rubbish bins provided, crockery and cutlery washed and packed away. The property must be left in the orderly condition as found.

Please report any damages, or problems detected with any appliances at the home so we can rectify before next Guests arrive.

To maintain an acceptable standard for our guests we require that these conditions be complied with.

PRIVACY:

We respect the privacy of our clients. All information received from guests will be used solely by Escape Holiday Rentals.

Our management team at Escape Holiday Rentals thank you for accepting these terms and conditions, we trust you'll have a safe and enjoyable stay.

Escape Holiday Rentals.