

TATHRA BEACH REAL ESTATE TERMS & CONDITIONS OF HOLIDAY LETTINGS

FIRSTLY - WELCOME & WE HOPE YOU ENJOY YOUR STAY!

1. The premises are let to you for holiday purposes only – for the period stated on your receipt.
2. The premises are available from 2pm on the day of arrival and are to be vacated strictly **by 10am** on the day of departure, with all keys/remotes to be returned to our office when leaving. The cost of any keys/remotes not returned will be deducted from your security deposit. If you have not arranged for a late departure and remain in the property after 10am, you will be charged an extra ½ days fee, with the cost to be taken from your security deposit.
3. Our office is open between 9.00am-5.00pm Monday-Friday; and 9.00am to 12 Noon Saturday. We are not open on Public Holidays. We have provided an after hours' safe for all arrivals outside opening hours and an emergency phone number.
4. A maximum of two sets of keys per booking can be provided.
5. After hours call-outs - If a staff member has to come into the office outside business hours, a call-out fee of \$100 will be charged, which will be payable in cash at the time of the call-out.
6. A Security Deposit Authorisation/Registration Form is required to be completed and signed for on all bookings. This form requests details of your name, address, drivers' license number. A cash or bank cheque security deposit of \$400 will be required. The security deposit will be returned by cheque or by EFT within 14 working days of your departure date (subject to a satisfactory inspection by the cleaner upon vacating). An increased security deposit may be incurred for group bookings or pet bookings at our discretion.
7. A deposit of half the total tariff is required to confirm/secure a booking and is payable within 7 days from the date you made the booking. Balance of all outstanding monies is due 7 days prior to your arrival (except for Christmas Bookings, as the balances are required by the 1st December) and these amounts will be released to the landlord in the month they are paid. Personal cheques will not be accepted as the security deposit.
8. Please see below table in regards to Tathra Beach Real Estate's booking cancellation policy.

50% Refund	25% Refund	0% Refund
For a 50% refund of your deposit (minus the booking fee), cancellation must be made at least 6 months prior to the arrival date.	For a 25% refund of your deposit (minus the booking fee), cancellation must be made at least 3 months prior to the arrival date.	If the guest cancels within 4 weeks of the check-in date, the total payment is non-refundable.

9. Our staff will describe the premises, position and furnishings to the best of their ability and in good faith. No responsibility or refunds for alleged misdescription can be accepted.
10. When a property is sold prior to your holiday commencing, we cannot guarantee that the property will remain available; we cannot accept responsibility for decisions made by a new owner, however, you will be notified as soon as practical, to allow alternate accommodation to be sought. You will be refunded the full amount of which you have already paid to Tathra Beach Real Estate.
11. The number of occupants staying in the property must not exceed the number of beds in the property.
12. All properties under Tathra Beach Real Estate management are privately owned and are rented on a fully self contained basis. In the event of faults and/or malfunctions of appliances, inclusions or furniture, there is no obligation from the owner, nor our business (Tathra Beach Real Estate), to compensate, refund or discount in any way.
13. At times situations arise of which we have no control. Tathra Beach Real Estate reserves the right to move visitors to alternate accommodation (subject to availability) at their discretion or the direct instruction of the property owner. If this is the case, we will notify you as soon as practical and make every reasonable effort to ensure you are satisfied with your new address.

14. Should a tradesperson be sent out upon your (the guest) request to carry out a repair that proves to be unnecessary, the cost of the callout will be charged to you.
15. Do not clean fish at the property, (Tathra provides a fish cleaning area at Kianinny Bay & Mogareeka inlet) you will be charged an excess cleaning fee if you do.
16. Pets are not permitted on the premises, unless clearly stated as a Pet Friendly property. If you are found to have your pet on the premises you will be asked to leave, and no refund will be given.
17. All breakages, damage to the property and/or common property and lost keys, must be reported to the agent and paid for by the guest – fees at cost. Please respect the owner's property and do not move furniture around, nor move items from one property to another – a fee of \$50-\$100 may be charged should this occur.
18. Please ensure that the holiday property is left in a clean and tidy state and that all garbage has been placed in external bins provided and any BBQ's used cleaned, as an excess cleaning fee will be incurred if necessary. Please make sure the external bins are placed on the curb on Tuesday nights for a Wednesday morning pick-up. If a special pick up is required because this has not been done you will be charged the amount we are invoiced.
19. All guests are responsible for keeping the property secure during their stay and will be responsible for any theft or damage due to neglect in this area. No responsibility is taken for guests' personal property left on or near the premises and it is recommended that guests take out their own personal property insurance.
20. Left Items – if requested, our office will endeavour to recover and return items of value inadvertently left in the holiday premises you were staying, but take no responsibility for the recovery or return. A minimum cost of \$10 is charged for the items retrieval, as well as the cost of postage. All items will be returned COD. If any item is not claimed within 14 days, it will be disposed of.

Have a Wonderful Holiday!