

Fraser Coast

HOLIDAY HOME

IMPORTANT TERMS & CONDITIONS TO READ UPON BOOKING:

BY PAYING YOUR DEPOSIT, YOU ARE AGREEING TO OUR TERMS AND WILL ADHERE TO ALL REQUESTS AND REGULATIONS OUTLINED UNDERNEATH.

DEPOSIT AND BALANCE

The tenant is required to pay a 30% NON-REFUNDABLE deposit via direct deposit to the owners bank account. The 70% balance is due 7 days prior to arrival. We do not accept credit card payments or cheques. Account details will be provided upon acceptance of booking.

MAXIMUM GUESTS

Fraser Coast Holiday Home is a privately owned and operated home and is not affiliated with any of the corporate booking companies. The owners rely on respect and trust when allowing guests to book the home for their stay.

The home is set up to cater for a maximum of 6 (six) guests, including children and babies). Additional guests would result in an overload to the property and unnecessary wear and tear to the premises and its contents (also water tank and septic system)

The number of guests should not exceed the number stated at the time of booking. Fees will apply and you will be invoiced for excess guests that were not agreed with or permitted (unless prior arrangement has been made) with the owners in advance prior to entry. Should you require more than 6 guests, you can make a request in writing however (it will be at the owners discretion whether approved or not and extra fees per person per night will be applied and payable in advance), we do ask that though, you do respect our rules of maximum as refusal may offend. Tenants making the booking must be aged over the age of 25. A copy of your licence will be requested upon confirmation of your booking. We do not accept school leavers.

PARTIES/FUNCTIONS/GATHERINGS

The property is NOT to be used for any wedding related activities, private functions, conferences, retreats, gatherings or catered events which are deemed to be Commercial Use of Property. Insurance will not cover the property for any damages incurred or accidents / injuries involving any person not staying or booked at the property.

The property is a very quiet residential area which is shared with neighbours who also enjoy the peace and quiet Tinnanbar is renowned for so we would have some very upset neighbours if we were to hire out the home for anything other than accommodation purposes. Please be respectful of our fellow Tinnanbarians.

The fees charged for your stay are for domestic use only – not commercial. If it is found that you are in breach of these rules, you will be ordered to vacate the immediately. Refusal to vacate will involve Qld Police Service if you do not comply with the eviction command. Under no circumstances are the tenants permitted to allow tents, camper vans, caravans to be parked on the property grounds. NO EXCEPTIONS. A boat on a trailer is permissible on the driveway only or on street – do not park on lawns.

ENTERING THE PROPERTY

Upon arrival, tenants are required to report any pre-existing damage or maintenance required so it can be noted, so you as the new tenant, are not held responsible costs in the unlikely event something may be found.

DAMAGES, BREAKAGES, LOSS AND THEFT

You as the tenant are responsible and will be held financially liable from your arrival to your departure for any and all damages, breakages, theft or loss incurred within the property. This applies to but not limited to furniture, appliances, equipment or items during the agreed tenancy period. Should an accidental breakage occur while you are there, please report this to the owner as soon as possible. (Excluding crockery, glassware etc)

The owners will take NO responsibility for tenant's personal property and belongings. If you accidentally leave an item behind that you are aware of, please contact the owner and we will endeavour to have that returned to you (at your expense). If items are located, we will endeavour to contact you to advise. We will keep lost property for a period of 4 weeks after departure, after this time, item/s will be discarded by the owner.

FURNITURE & FURNISHINGS

Furniture and furnishings are NOT to be moved to a different part of the home during your stay. You will be liable for any further costs incurred for items to be moved back into original position. Cleaners are not permitted to move furniture due to work place health and safety regulations therefore extra fees will be charged to you to cover costs for professionals to be brought in to move back into position plus any damages to flooring and walls from doing so will also incur extra charges to you.

DUTY OF CARE

The tenant/s have a duty of care to the property and contents within. Please be aware that sun creams and tanning oils etc leave stains that in some cases cannot be removed. The tenant agrees to pay the owner for any such damage or loss. All care must be taken with the bamboo flooring. Please see compendium upon arrival for further advice. Owners also have a duty of care to the tenants therefore we endeavour to make sure everything is in good working order and provide a safe place to enjoy your holiday.

CHECKING IN / ARRIVING

Check-in is 2pm unless prior arrangements have been made with the owner. You will receive instructions on entry after booking is confirmed with your deposit received.

CHECKING OUT / DEPARTURE

Check-out is 10am unless prior arrangements have been made with the owner. You will receive instructions before departing what is expected, this is also noted in the compendium at the property. You are required to lock up the home including closing all windows and louvres, locking all doors and turning off all fans and air conditioning units.

LINEN

All pillows, bedspreads and blankets **ARE** provided in house for your use. You will need to bring your own sheets, pillowcases, beach towels, bath towels, tea towels, face washers along with all your own toiletries etc. The home does not have a cleaner to attend throughout your stay.

UTILITIES

The property is stocked with crockery, glassware, dinnerware, all kitchen utilities and appliances. Pantry staples are also provided for your convenience should you forget some of your own however it is recommended you bring all your own supplies such as food, drinks, ice, bait etc.

BBQ & GAS BOTTLES

There is an outdoor BBQ for your convenience with gas bottles. We endeavour to maintain sufficient supply of gas for your stay, there will also be a spare bottle if required. Please advise if you run out of one bottle and use the replacement so we can arrange to refill for future guests.

NO PETS ALLOWED

The owners are **NOT** allowing pets of any form under any circumstances. We regret this may cause an inconvenience to some however, in order to keep the property in its current excellent condition, we cannot allow for any damages / smells caused by pets. If you do decide to try and bring your pet in, we will be made aware and you and your pet will be ordered to vacate immediately with no refund given.

CANCELLATION POLICY - OWNER

The owners reserve the right to make alterations and/or cancellations to bookings due to unforeseen circumstances. These may include but are not limited to: change of circumstance, damage to the property, sale of the property, tradespeople that may be required, unexpected storm/cyclone damage or any other event that cannot make the home available for your required time frame.

In the unlikely event your booking will need to be cancelled by the owners, you will be notified in writing as soon as possible and your deposit will be fully refunded or you may choose to use your deposit towards future credit, you can decide IF that situation is to ever arise. The owner will not be responsible for any financial loss incurred by you as a consequence of cancellation.

CANCELLATION POLICY - TENANT

You are agreeing that your 30% deposit is NON-REFUNDABLE. Under no circumstances will your deposit be refunded for any reason – INCLUDING COVID 19.

Your balance of 70% is due and payable 7 days prior to arrival, **WILL** be fully refunded if you cancel before the 7-day cut-off period. If you cancel within the 7-day period before arrival, you will **NOT** be entitled to **ANY** refund at all. If you need to leave mid-stay during your booking, you will **NOT** be entitled to any refund. No monies will be returned to the tenant as the owner will suffer a financial loss.

Please consider this before making your booking.

YOU MUST ADVISE THE OWNER UPON IF YOU OR ANY OF YOUR GUESTS HAVE COVID-19 OR HAVE BEEN TO A HOT SPOT, ARE UNWELL OR PRESENTING WITH ANY FLU LIKE SYMPTOMS. WE CANNOT ALLOW UNWELL GUESTS TO STAY AT THE PROPERTY FOR RISK OF COMMUNITY SPREAD.

**BY PAYING YOUR DEPOSIT, YOU ARE AGREEING TO
ALL OF THESE TERMS & CONDITIONS CONTAINED
HEREIN. THANKYOU.**