

Ray White Yamba Holiday Letting Terms and Conditions

Thank you for choosing to book your holiday accommodation through YambaOnlineAccom. We hope you enjoy your stay. If you have any queries regarding these Terms & Conditions please phone the Ray White Yamba office on 02 6645 8000.

All bookings are subject to these Terms & Conditions, please ensure you have read and understand them.

ARRIVAL & DEPARTURE

Your holiday property is available from 2pm on your day of arrival with a check out time of 10am on the date of your departure as shown on your booking confirmation. Ray White Yamba is open 9am - 5pm Monday to Friday and 9am - 12pm Saturday. If arriving after hours please notify our office and we can arrange key collection from our key box. A maximum of two sets of keys per tenancy can be provided upon request.

GUEST REGISTRATION FORM - \$500 security bond

A Guest Registration Form is required to be completed for all bookings. The Guest Registration Form requests details of your name, address, as well as credit card details for a \$500 security bond. This gives Ray White Yamba authority to charge your credit card should any additional costs be incurred due to breach of the Terms & Conditions. If credit card details cannot be supplied a \$500 cash or cheque bond is payable. The bond balance will be returned when the property has been approved after your departure. An increased bond may be incurred for group bookings or at our discretion.

BOOKING PAYMENTS

A 50% deposit is required to confirm the booking and is payable within seven (7) days from the date you made the booking. However, a concession is made for longer term bookings with a minimum \$200 holding deposit and the 50% deposit due one (1) month after you made the booking. Balance of all outstanding monies is due seven (7) days prior to your arrival. Payments may be made by cheque, EFTPOS, MasterCard, Visa or direct deposit. Please note that all credit card payments attract a 1% surcharge. Please contact the office if you are unsure about payment methods.

CHRISTMAS REBOOKING

With the high demand of annual Christmas rebookings, Ray White Yamba would appreciate if you could make your rebookings during your present occupancy and confirm with the required holding deposit of \$200. You only hold the right to rebook with the same property for the corresponding dates in the following year until 5.00pm on the date of your departure. For Christmas rebookings, the balance of the 50% deposit must be paid by 1st May with full payment due by 1st December. If you wish to cancel your booking you will forfeit the holding deposit.

LINEN

Not all properties provide linen. Should linen, towelling and toiletries not be provided, please bring your own or it can be hired locally at a charge. Please note linen must be used on all beds. If you are unsure whether your booking supplies linen, please contact the office.

IF A PROPERTY IS FOR SALE

When a booking is made, the deposit is accepted for the owner at the time. If the property is for sale and the ownership changes before your holiday, we cannot guarantee that the property will remain available. We cannot accept responsibility for decisions made by a new owner. However, if the property is sold, you will be notified, giving you an opportunity to organise alternative accommodation. If your holiday property is listed for sale while you are in residence, the occupier agrees to allow the owner or agent to conduct inspections with prospective purchasers at mutually convenient times, by appointment.

CHANGES TO TARIFFS

In the case of refurbishment or owners instructions, rental rates may be subject to increase without notice. Should this occur you will be notified and given the opportunity to pay the difference in tariff or receive a full refund of your deposit. We will also offer you alternate accommodation if possible.

FAULTY APPLIANCES

All properties under Ray White Yamba Management are privately owned and are rented on a fully self contained basis. In the event of faults and/or malfunctions of appliances or inclusions, there is no obligation from the owner or Ray White Yamba to compensate or discount.

UNEXPECTED SITUATIONS

At times situations arise of which we have no control. We at Ray White Yamba reserves the right to move visitors to alternate accommodation (subject to availability) at our discretion or the direct instruction of the property owner. If this is the case, we will notify you as soon as possible and make every reasonable effort to make sure you are satisfied with your new address.

TRADESMAN CALLOUTS

Should a tradesperson be sent out upon your request to carry out a repair that was deemed unnecessary, the cost of the callout will be charged to you.

OVERLOADING

Each holiday property is equipped for a specific number of guests. It is against Health Department regulations for more persons to occupy a property than there are beds to accommodate them. No mattresses, tents or caravans, or more cars than the property accommodates are allowed. If a property is reported to be overloaded, the tenants will be asked to vacate with no refund made.

CLEANLINESS & DAMAGES

Please don't let rubbish pile up ensuring that all garbage is removed from your holiday property and placed in bins provided when you vacate. We would appreciate if the council bins are put on the kerbside Sunday night for the Monday morning pick up. Should the cleaner have to remove excess garbage from the property, you will be liable to pay for the extra time spent.

All guests are responsible for any loss or damage arising from breakages or other damage to the unit or common property during their stay, including any additional cleaning, removal of excess garbage, repairs or replacement of items in the property. You, the guest, are liable to pay any additional costs incurred to the owner. All properties are privately owned. Please respect the owner's property and do not move furniture around. A fee may be charged should this occur. Do not move items from property to property.

LOST KEYS

If keys and/or remotes are lost you will be responsible for the changing of the locks and 3 remotes (if applicable) and the cutting of 4 new sets of keys. Should a guest require duplicate keys after hours phone 0417 889848. \$40.00 cash service fee is applicable. If no spare keys are available, tenants may be liable for any costs involved in gaining entry to the premises. The keys are your responsibility so please take care of them.

SECURITY

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.

INJURY AND LOST PROPERTY

No liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the agent or owners control. No responsibility is taken for guests personal property left on or near the premises. It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situation arise or during your travel period.

LOST PROPERTY

Left Items: if requested we will endeavour to recover and return items of value inadvertently left in your holiday property, but take absolutely no responsibility for the recovery or return. Postage, packaging and the cost of sending out a staff member to search for the item will need to be paid in advance, a minimum cost of \$20 applies. Low value items found will be held for claiming for a maximum of 2 weeks and if not claimed will be disposed of.

PETS

Under no circumstances are pets allowed at the property unless otherwise stated.

NO EXCESSIVE NOISE POLICY

Everyone on holidays likes to party, however we must stress that excess noise or behaviour that is threatening to neighbours will not be tolerated. All laws must be observed, you are in a residential area and regard must be paid to the quiet enjoyment of other occupants in the building and neighbouring properties. Noise pollution is a punishable offence by law and as such we reserve the right to immediately terminate the tenancy without refund for any breach of this condition. We ask that Children in your group refrain from playing in hallways or driveways which could be dangerous for them.

CANCELLATION POLICY

More than 2 months...

Full refunds (less a \$50 administration fee) are possible if notice is given more than 2 months (56 days) from your arrival.

Less than 2 months...

If less than 2 months (56 days) notice is given the full deposit is forfeited. However, an option to "defer" the booking is available in special circumstances. Deferred bookings must be rescheduled for the same property only and must stay within 12 months of original booking. It is your responsibility to re-book, Ray White Yamba is not held accountable if you forget or cannot reschedule within the 12 month period.

Less than 24 hours...

Any cancellations giving less than 24 hours notice forfeit the full deposit. Refunds are not given for any unused portions of a holiday if you decide to vacate early.