

TERMS & CONDITIONS

By making a Booking and paying a Deposit, you agree to abide by the Terms & Conditions set out. The Guest Acknowledges and accepted that LJ Hooker Evans Head reserves the right to Inspect the Premises or Terminate the Agreement immediately if in the Agents opinion the Guest has Breached any of the Conditions set out, furthermore which could result in injury or harm to persons and/or the Property.

BOOKING REQUIREMENTS: 21years of age, and produce a valid credit card in your name (Visa or Master Debit Cards will not be accepted). ~CHECK IN TIME: 12.00 NOON – CHECK OUT TIME: 9.00AM~

Bookings:*A Deposit of **\$200 per week PLUS \$25 booking fee** is due within 7 days of making the booking with full payment due 7 days before arrival by direct deposit, cheque or card. Please note part payments will not be accepted. (Booking fee is non-refundable)

***NSW Christmas Holiday Bookings:** A Deposit of **\$400 per week plus \$25 booking fee** is required within 7 days of making the Booking, followed by Full Payment by 1st November of each year. Cancellations after this date will result in full payments being lost if the property cannot be rebooked for the same dates.

Bookings will be confirmed once deposit has been received, plus \$25.00 Booking Fee

*The **Deposit** is accepted on the basis of current rental conditions of the Premises and is subject to any increase in rental or conditions as may be notified by the Owner or Agent prior to the commencement of letting. (Every reasonable endeavour will be made to offer alternate accommodation should this occur).

***Credit Card Details are required for Security Bond** prior to keys being handed out. Visa or Master debit cards will not be accepted.

Cancellations: If our office is notified in writing to least 30 days prior to commencement of the booking, the deposit will be refunded. If notified in writing less than 30 days prior to commencement of the booking the deposit will only be refunded if the Property is re-let for the full period at the full tariff. **All cancellations will incur a \$50 booking fee.**

*This **Booking is made in good faith**, however we cannot be held responsible for actions taken by the Owner of the premises as this is outside our control. We reserve the right to cancel any Booking in the case which in our opinion absolutely renders the Booking impractical. In this case you will be notified as soon as possible and we will endeavour to arrange alternative suitable options.

***Rebooking:** Will only be granted during your stay and up until your departure for corresponding dates of your current booking

*Any printed, written or verbal description of the premises by the Agency or an employee will be made in good faith, but no responsibility for descriptions can be accepted.

Pets are not permitted in our Holiday Properties unless otherwise stated; please check with our office prior to making a Booking. If permitted they are restricted to outside only during your stay and LJ Hooker Evans Head will not be held responsible for the safety of your pet during your stay. Guests will be responsible for removal of pet droppings and to repair/refill any holes if necessary. Extra Charges will be deducted from Security Bond, if the Pet is found inside the premises. If Fleas are found to be present after your stay then the charge to have a flea spray will be deducted from the Security Bond.

General:

*All Holiday Premises are **Fully Equipped** with the exception of Linen and Personal requirements, unless otherwise stated.

*The Property rented is to **accommodate only the number** of persons specified and for the period stated. Should this be exceeded, the Agency reserves the right to terminate the Booking immediately

***Breakages, Damages and Lost Keys** are to be replaced and paid for as soon as occurred. You will be held responsible for any damage, breakages, theft or loss of any property on or in the Premises during your stay.

*We are not liable for any accident, injuries or illness that may occur whilst staying in our Holiday Accommodation.

*No responsibility is taken by the Agent or Owners for Guest's Personal Property.

*No Person on the premises shall conduct themselves so as to cause a nuisance, including excessive noise to adjoining or neighbouring occupants. In units, Strata Title By-Laws and Regulations must be observed. **Excessive noise and parties** will not be tolerated and may result in the Booking be terminated immediately.

*Our Office will not be held responsible for any noise from Construction work occurring close to Holiday Properties.

*The Guest agrees to allow the Agent or their nominee Tradesman to enter the rented premises to arrange repairs where necessary

*The Agent endeavours to have any repairs to Appliances attended to as soon as possible, however due to unforeseen circumstance eg. Having to order parts or non-availability of tradespeople, immediate repairs may not be possible. No responsibility is accepted by the Agent for these unforeseen circumstances. There will be no refunds or discounts deducted from tariffs for unusable appliances awaiting repairs.

*Guests are requested to put **wheelie bins** out on the night prior to collection as stated on the notice in each property. Failure to comply with this will incur extra fees

***Cleaning:** If there are any issues with cleanliness of the property, please report this to our Agency within an hour of arrival in order for our Office to rectify the problem immediately

*The Agent cannot be held responsible should a Property be sold or removed from the Holiday Market and bookings cancelled. All endeavours to find alternative accommodation through our Agency shall be made by the agent.

*Guests are responsible for the **cleaning of the BBQ** after each use. Failure to comply will incur extra fees.

***No Smoking** Permitted at all inside the Premises, further cleaning charges will apply if necessary.

*Erecting tents or housing campers or caravans in the Property's ground is not permitted, furthermore lighting of fires in the yards of Holiday Properties are not permitted.

***On Departure**, the Premises must be left in a similar state to the condition on arrival. Failure to leave the Premises in a satisfactory manner will result in full cleaning charges. Please leave the premises clean and tidy, with cutlery and cooking utensils washed and put away, and soiled mattress protectors, pillow protectors and bedspreads laundered or full cleaning charges will be applied.

***After Hours Call Out Fees** may apply for misplaced keys and lock outs at additional charge of **\$40.00**

*This Office does not accept **Schoolie Bookings**, there is no exception to this ruling.

***Breach of Occupancy:** Failure to comply with any of these Terms and Conditions may be considered as a Breach resulting in the Eviction and possible loss of security bond.

LJ Hooker Evans Head reserves the right to make changes to these Booking Conditions.