

Booking and Special Conditions

METHOD OF PAYMENT

Payment may be made by **bank cheque (no personal cheques), money order, direct credit or credit card**, as detailed below:

Money Order, Bank Cheque:

Can be posted to
PO Box 1161
Osborne Park WA 6917

Please ensure to include with you payment the property address details and the date you are entering the property.

Credit Card:

We do have credit card facilities for you to pay for your booking. **Credit card payments can only be accepted if the cardholder agrees to pay the 2% surcharge on all payments made by an Australian credit card and 3% by payments made on an overseas credit card.** All funds, including the bond, are due prior to arrival according to the Season. We accept VISA and MasterCard only. Please note Bonds paid via Credit Card will be refunded via Credit Card. Overseas guests agree to pay their Bond via Credit Card and agree to pay the 3% surcharge. Their Bond will then be refunded to their Credit Card upon satisfactory inspection.

Direct Payment:

Commonwealth Bank
BSB: 066-168
Account No: 10171341
Account name: M & S & C & S Beaman
Outside Australia swift code: CTBAAU2S

If paying direct into our trust account, please ensure that you use an abbreviation of your SURNAME or DATE OF ENTRY into the property as the narrative for the deposit so it can be allocated correctly.

DEPOSIT

A 25% deposit within seven (7) days is required to secure all bookings. If the booking is for the peak or Mid season a 50% deposit is required. This deposit is based on the accommodation charge only. If the deposit is not received within seven (7) days, the booking will be forfeited.

BALANCE OF PAYMENT

The full amount payable in respect of the property shall be paid at least 30 DAYS prior to the date of commencement of the booking. This amount includes your security bond and cleaning charges. If the full payment has not been received by the booking manager at least 30 DAYS PRIOR to the start of the rental period, then the booking Manager and the Owner reserve the right to cancel the booking without notice and the Guest will forfeit the Guest's deposit which will be non refundable in such circumstances. If the booking is for the Christmas-January period then the tenant shall pay 100% of the payment by 31 October. If full payment is not received by 31 October prior to the booking then the owner reserves the right to rebook the property and a full refund will be returned to you. If your booking falls within 30 days of occupancy you will be required to pay the total amount of payment due when you make the booking.

INSURANCE

It is recommended that the guests takes out comprehensive holiday cancellation and protection insurance with a reputable insurance company to cater for any unforeseen circumstances which may arise including accident, ill health and any other matters beyond the guests reasonable control, as once the booking has been made and confirmed, the guest will be responsible for payment of the full rental whether or not occupation of the property occurs.

GUESTS PROPERTY

All personal belongings, baggage vehicles and other property of the guest of any description shall be the risk of the guest at all times. Neither the booking manager nor the owner accepts any responsibility for any loss or damage thereto.

RIGHT TO REFUSE OR REVOKE BOOKING

The manager and the owner reserves the right to revoke or refuse to honour any property accommodation booking which may in the opinion of either party (and at their sole discretion) be unsuitable for the property concerned. The owner has the right to cancel a booking at any given stage issuing a full refund to the tenant.

REPRESENTATIONS

The Guest acknowledges that the Manager has used its best endeavours to describe the property to the Guest within the limited extent of communications between the Guest and the Manager and the Manager shall not be liable to the Guest in any respect should the Guest consider the property to be unsuitable for any reason whatsoever.

GUEST'S OBLIGATION IN RESPECT OF THE PROPERTY

The Guests shall be responsible for the property during the Guests stay. The Guest shall take all reasonable care of the property and at the end of the stay shall leave the property including all utensils, fixtures and equipment on, in or about the property in a clean and tidy condition. The Guests shall be liable for any breakages and damage caused to the property or any part of the chattels therein that may occur during the Guest's occupation of the property and all costs of repairs and replacement thereof shall be payable to the owner upon demand. Any damage or breakage to any part of the property or any of the chattels therein shall be reported to the manager or owner as soon as practicable after the damage occurring thereto. An amount deemed by the booking manager is payable by the Guest for cleaning and any extra cleaning shall be redeemable from the tenant were necessary.

ARBITRATION

Should any dispute arise between the Manager and the Guest which cannot be mutually resolved the matter will be referred to arbitration by a single arbitrator agreed to by the parties, but failing agreement upon a single arbitrator, then a single arbitrator appointed by the president for the time being of the Real Estate Institute of Western Australia (Inc) who shall act as sole arbitrator in accordance with the provisions of the Commercial Arbitration Act 1985 as amended and whose decision shall be final and binding on the parties.

RESIDENTIAL TENANCIES ACT NOT APPLICABLE

The Guest and the Owner acknowledge and agree that the Rental Agreement to which these conditions apply is bona fide entered into for the purpose of conferring on the Guest a right to occupy premises for a holiday within the meaning of the section 5 (2) (e) of the Residential Tenancies Act 1987.

MINIMUM STAY REQUIREMENTS

During Off Peak all properties have a minimum 2-night stay requirement. During Peak Season all properties have a 7 night minimum requirement and a 4 night minimum requirement for Easter.

CANCELLATION POLICY

Once your booking has been confirmed and receipted, your deposit is non-refundable. If the booking is cancelled in writing more than six weeks from the date of commencement of your holiday you will be released from the liability for the full balance of hire. The deposit is non-refundable.

If we receive written notice of cancellation less than six weeks prior to the date of commencement of your holiday **and** we are successful in finding guests to fill your place at the holiday home you will be released from the liability for the full balance of hire. The deposit will not be refunded.

ARRIVAL TIME

After 2pm.

DEPARTURE TIME

By 10am sharp.

Please Note: Unless otherwise arranged a fee of \$70 will be applied for each hour, or part thereof, that the keys are returned later than 10.00am. This late checkout fee may be deducted from the bond monies. Cleaners will arrive at 10.15am so please advise me on 0412 036 497 or 0411 878 345 if you are running a little behind schedule.

KEYS

Keys are available from our lock box. Details of whereabouts and combination will be provided 2 days prior to commencement of your stay. These can either be email, telephoned or sent to you. Please advise when booking which way you would like to be notified.

You are requested to place your keys back into the lock box on the day of your departure by 10am.

LINEN

Doonas and blankets, pillows and mattress protectors are provided at the home. You are required to bring your own sheets, towels, pillowcases, tea towels and bath mats. We can certainly arrange good quality linen hire for you. However, we do require four days notice to make this arrangement and longer in busier periods.

Please note you are required to use a top sheet when using the blankets and doonas. If there is any unnecessary dirtying of the blankets and doonas provided, the guest shall be responsible for the payment of dry cleaning.

CONSUMABLES

We recommend that you bring a supply of toilet paper, dishwashing detergent, soap, shampoo and conditioner, as these are not usually supplied at the property.

PETS

Strictly no pets allowed at all times.

SMOKING

Strictly NO SMOKING inside this property.

POWER AND HEATING

Charges for these services are included in the tariffs.

GROUP SIZE

Under no circumstances may the number of persons residing at the home exceed the maximum number of guests confirmed at the time of booking. Should this condition not be adhered to, your bond may be forfeited, and you may be evicted from the premises. No refund will be given. Additionally, tents and campervans are not permitted at our home.

CLEANING

Due to the limited changeover time available between bookings, we must insist that you clean your dishes and put them away, wipe out the fridge and pantry removing any spillages, floors should be swept and the premises left in a tidy state. The BBQ must also be cleaned.

A basic cleaning charge applies to all bookings to cover vacuuming and mopping of floors together with sanitising toilets, bathrooms and kitchen areas. Guests are responsible for removal of their own rubbish and therefore should ensure that all rubbish is placed in the appropriate garbage and recycling bins provided, and that both bins are put out for collection on the appropriate day. Please note any rubbish that does not fit into the bins provided must be removed from the property by the Guest

Should additional cleaning or a special rubbish bin clearance be required the cost will be deducted from the bond.

BBQ - GAS REFILLS

Your BBQ runs on Large Home Gas Bottles.

GAS - LARGE HOME BOTTLES

If you change the bottle over, please remember to advise the owner on 0412 036 497, 0411 878 345 or 9401 7973 so we can order a refill.

AFTER HOURS EMERGENCY CONTACT

Should there be an emergency at the property, please call either Sandy on 0412 036 497 or Mark on 0411 878 345. The emergency phones will only be operational until 9pm at night.

SECURITY BOND REFUND

Pending a satisfactory property inspection after your departure, bond monies will be returned to you by mail within 14 working days. Should you wish for your bond to be returned via electronic transfer please supply your Australian BSB and Account Number This can either be emailed or posted to me at the time of your booking.

Please note that we do not usually refund via credit card (unless bond is paid by credit card) or international transfer.

**Overseas visitors agree to pay their Bond via Credit Card and incur the 3% surcharge.
Please note your Bond will be refunded to your credit card.**

RUBBISH COLLECTION

Dunsborough / Quindalup

The bin must be placed on the verge for emptying on Monday night as pick-up is usually Tuesday morning.

Some delays may occur in the peak times.

Should you be leaving prior the bin collection day, please ensure that the bin is put out on the day of your departure, failure to do so may result in alternative collection being arranged and the cost for which will be deducted from the bond.

DECLARATION

I declare that I am **over** 25 years of age and that this booking is made in accordance with the above terms and conditions. Further I agree to be held responsible for any and all charges due and payable on this holiday home booking and any excess charges required after my departure from the property may be deducted from bond monies held. All information that I have provided in the booking application is true and correct.

Address of Property Booked: _____

Tenants Name (in capitals): _____

Tenants Signature: _____ **Date:** _____

*We thank you for booking with us and trust that you will have an enjoyable stay.
Should you have any queries, please do not hesitate to give me a call on 0412036497.*

Guest Booking Form

Guest Details

Mr/Mrs/Miss/Other: _____

Name: _____

Residential Address: _____

PO Box: _____

Country: _____

Post Code: _____

E-Mail: _____

Home Phone: _____

Work Phone: _____

Mobile Phone: _____

Fax: _____

Drivers Licence Number: _____

* Please Attach a Photo Copy or a Scanned Copy of Your Drivers Licence

DOB: _____

Details of Group Members

Adults: _____

Children (2-12 years): _____

Infants (0-2 years): _____

Dates Required

Date of Arrival: _____

Date of Departure: _____