**Terms and Conditions**

**BYRON BAY ACCOMMODATION**

**Number of Persons and Linen**

* The number of occupants must not exceed the number of persons shown on your confirmation.
* Any increase in numbers must be agreed in advance and may incur an additional fee.
	+ Linen and towels are provided unless otherwise notified.

**Arrival and Departure**

* Check-in is available from 2 pm on the day of arrival, and check-out time is 10 am on the day of departure. We will do all possible to accommodate requests for extended times, subject to availability. Keys will be available at the property upon arrival. You must ring us 24hrs prior to arrival to be notified of their location.

**Payment**

* Payments may be paid by cash, credit card, or bank transfer. A deposit of 50% of total rent is required at time of booking.
* A Security deposit of $1000.00 is payable upon check in, to be refunded within 2 working days of your departure, subject to our terms and conditions. The Security deposit will not be required if your booking is made by credit card. We will pre-authorise the amount on your card.
* Final payment must be paid 30 days prior to your arrival or as pre arranged.

**Cancellation**

* Cancellations must be made in writing by the person who made the booking.
* If booking is cancelled 2 months or more prior to commencement, then your deposit (less a booking fee of $50.00) will be refunded in full.
	+ If your booking is cancelled less than 2 months prior to commencement, then refund of your payment is subject to a confirmed re-booking of the property (less a cancellation fee of $100.00).

**Changes**

* The booking is made in good faith and maybe subject to change. We cannot accept responsibility for action taken by the property owner of the premises outside our control. However, reasonable endeavour will be made to offer alternative accommodation, should this occur.
* In the event that the property is offered for sale, the tenant agrees to allow the owner or agent to inspect the property with the prospective purchasers, by appointment and during reasonable hours.
* The description of the premises is given in good faith; no responsibility for misrepresentation will be accepted.

**Non Smoking**

* For the comfort of all our guests, this is a non-smoking property.  We appreciate your understanding.

**Animals and Pets**

* Pets are only allowed if pre-arranged with the Booking Agent.

**Garbage Removal**

* Please see the compendium at the property for information as to when bin collection is. Bins MUST be put out for collection. If this in not done an excess fee of $50 is charged. The lid must be able to close for the collection. If it isn’t the rubbish will not be collected. Excess rubbish will also attract a $50 fee.

**Noise**

* Noise/Functions/parties - Excessive noise and functions are not permitted as they can cause disruption to neighbours.
* A security company may be called to investigate complaints of excessive noise or anti-social behaviour incurring up to $200 charge for call out, which is taken from the security deposit.
* After one warning guests may be evicted from the premises by security.

**Damages and Extra Cleaning**

* Any breakages, damage and lost items must be paid for by occupants. In the event of this happening it is asked for the occupant to report it as soon as possible. We request that you kindly leave the property as you found it (including washing dishes and removal of rubbish and BBQ cleaned), to avoid extra cleaning charges.
* Any charges applicable for the above will be charged to your credit card, or deducted from the security deposit.
* Loss of keys attracts a $50 charge and a $25 call out fee if they are misplaced.

            **Personal Property**

* No responsibility will be taken for the guest’s personal property, so please take care.

            **You are agreeing to these terms and conditions when you make confirmation and payment for this booking. Any breach of the above Holiday Letting terms and conditions, as agreed by both parties, permits the owner or us to refuse the key, amend the rent or immediately terminate the letting.**

Kind regards

Jenny Coffey