

Jervis Bay Breaks
TERMS & CONDITIONS OF HOLIDAY ACCOMMODATION

Please read carefully and refer to our property management staff for further information. The terms and conditions of the holiday rental as agreed to by both parties are as follows and variation to same by tenant may permit the agent to refuse keys, amend charges or immediately terminate the occupancy.

A Copy of NSW FAIR TRADING Code of Conduct for Short Term Holiday Rentals has been provided at each property. The Code of Conduct must be adhered to at all times during your stay. Failure to comply will result in the primary guest being registered on an Exclusion Register as per the Code of Conduct - Link attached

All Properties are Registered with STRA. Please do not remove Floor Plans or Emergency Advice Sheets. If these are tampered with - a replacement fee will be charged (Minimum \$25)

<https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals/working-as-a-property-agent/rules-of-conduct>

The number of occupants **MUST NOT EXCEED** the number stated or the number discussed with the agent at the time of booking. If our office is made aware of MORE than the number of people permitted, you will be required to vacate the premises immediately. Blow up mattresses for extra guests are not permitted.

The property is rented to you for holiday purposes only, for the period stated on the receipt and booking confirmation form.

NO CARAVANS, CAMPER TRAILERS TENTS OR INFLATABLE POOLS ALLOWED AT ANY TIME.

SCHOOLIES, PARTIES, FUNCTIONS, WEDDINGS, BUCKS OR HENS PARTIES ARE NOT PERMITTED AT ANY HOLIDAY PREMISES. IMMEDIATE TERMINATION OF YOUR HOLIDAY BOOKING, LOSS OF BOND AND LOSS OF TARIFF APPLIES

Please respect the neighbours at all times as per The Code of Conduct.

Please leave property in same tidy condition you found it in on arrival. Bond Claim will be made if excess cleaning is required.

CHECKIN TIME 3PM (Unless advised) - CHECKOUT Strictly 10AM (Unless advised) If property is not vacated by allocated time – a late checkout fee will be applied.

The booking will be made in good faith by us, the agent, however, we cannot be held responsible for actions by an owner, changes to a property or Sale of a property prior to occupancy.

Every reasonable effort will be made to offer alternative accommodation should this situation arise.

Cancellation Policy:

In the event of a Cancelled Booking by you, any payment made is NOT REFUNDABLE unless premises are rebooked for the ENTIRE period. Booking Fee is NON REFUNDABLE. Online Traveller Fees / Service Fees are non refundable.

PETS ARE NOT PERMITTED AT ANY NON PET FRIENDLY PROPERTIES. Full loss of bond + instant eviction with no refund applies if this occurs.

Jervis Bay Breaks cannot be responsible for adverse weather conditions and cancellations due to inclement weather – Refunds not available unless property is re booked. Booking Fee is non- refundable.

Smoking is not permitted inside any holiday property.

When smoking outside, please close all doors to stop smoke from wafting inside. All cigarette butts must be discarded in a plastic bag and put in outside bins.

NO responsibility is taken for occupants personal property left on premises.

Holiday management staff will describe the properties and their location to the best of their ability and in good faith. No responsibility will be accepted or refund given for alleged misleading description or unsuitability of the premises.

As the tenant you are responsible for damages, breakages and loss incurred in the time of your occupancy. These must be reported and paid for, failure to do so will result in monies being taken from the bond and / or additional payment.

Tenants are to supply linen (sheets, pillowcases, towels & tea towels), groceries, toilet paper, tissues cleaning products and personal items - UNLESS OTHERWISE ADVISED SOME PROPERTIES HAVE SOME / OR ALL LINEN SUPPLIED

Any excess rubbish that will not fit into the bins must be taken with you on vacating. Additional charges will apply if excess rubbish needs to be removed.

Whilst every effort is made to ensure all appliances, hot water tanks, fixtures and fittings are working, there will be times when appliances may break down and require repair or replacement during your stay.

Like any repair in a home, this can take time if parts are required to be ordered.

Compensation will not be paid out to any holiday guest for this inconvenience. This also includes Council Services and WiFi Issues

PLEASE NOTE – NOT ALL PROPERTIES HAVE WI FI - If WI FI is advertised and available at certain properties – Jervis Bay Breaks and Property Owner of these properties take NO RESPONSIBILITY for Slow /Limited /Outages of Wi Fi, particularly in Peak Holiday Periods where there is an influx of Visitors.

Travel Insurance is Holiday Guests Responsibility.

In the event of Lock Downs due to Covid – if NSW Health issue a Travel Ban for your booked dates we will offer a credit. Booking Fee is non-refundable.

We ask that you remember that our Holiday Properties are privately owned and been furnished and equipped to the owners personal choice and specifications. We ask that you treat the Holiday House with respect and look after the furniture, fixtures and fittings. Please report any maintenance issues to our office.