

# Rental terms

By making a booking you agree to these terms

## Primary guest

The primary guest, whose name the booking is in (booker), must be  $\geq 25$  years of age and present throughout the rental period.

## Occupants

Occupants (adults and children) must not exceed six per house. Sands beach house is in a relaxed, quiet, beachside location. The house is not available for hosting functions. Guests may be asked to leave and will not receive any refund if this condition is breached.

## Special needs

Though not designed for special needs, the building is single story and suits many people. Please discuss your needs before paying.

## No smoking, functions nor commercial use

Inside the house is strictly non-smoking and for private use only.

## Pets

Cats are not accommodated. A pet fee applies if a dog stays. Excess cleaning fees will apply for pet hair on soft furnishings or you do not pick up after your dog. **House A** - A dog may stay, but not touch soft furnishings (sofas, carpets, pillows, beds). **House B** - By special arrangement a dog may stay outdoors. You agree to not allow your pet inside the house.

## Arrival and departure

Check-in is after 3 pm. Checkout is 11 am. Check-in not available on public holidays. Special arrangements can be made but must be agreed in advance. Leave the property neat with rubbish bagged and in bins, BBQ/crockery/cutlery/glasses clean.

## Stays $\geq 28$ days

Guests provide their own amenities (shampoo, conditioner, body lotion/wash, papers, dishwasher tabs) during longer bookings.

## Report maintenance issue

Please report issues to the manager immediately, Every effort will be made to rectify as soon as practical, so we can minimise impact on your comfort and enjoyment. Please follow instructions for equipment, electronics and facilities. The owners and managers cannot be held responsible for failure of, or interruption to, utilities or appliances, but will make every effort to amend/restore functionality.

## Sports equipment

Please enjoy the equipment provided. Its use is undertaken at your risk. Please operate and store in a responsible manner - do not ride bikes on sand. Use the locks, pump and stands provided.

## Payment

Access is granted if we have received full payment. Payments are accepted via online booking engines and our website (credit card surcharge apply) or we accept electronic funds transfer (EFT) to: BSB 064-404, Account number: 1055 8153, Account name: Sands Chateau.

## Date changes and cancellation

We are happy for you to change to other available dates. Dates can vary in cost. If the dates are not available the cancellation terms will apply. If you cancel  $> 4$  weeks prior to check-in we will return 50% of rental fee plus other funds (security, cleaning, linen, pet). If you cancel  $< 4$  weeks prior to check-in you will forfeit 100% of the rental fee - other fees will return to you. If we cancel we will refund all your funds.

## Damages, losses, unapproved use, excess cleaning

The booker is liable for cost of repairs and/or replacements resulting from unfair wear and tear plus a \$30 administration fee. Example fees include, but are not limited to: loss of key/s  $\geq$  \$250, security callout  $\geq$  \$350, loss or irreparable damage of a bicycle \$800, lost towel  $\geq$  \$80.

## Indemnity

The owner/manager cannot be responsible for loss, damage or theft of your personal property. External security cameras cover driveways and entries. If you leave something behind, we will help return it - you might need to contribute to transport, depending on cost. We provide complimentary internet, but accept no responsibility for what you download. You indemnify the owners against responsibility or action (legal or other), due to actions, incidents, loss or injury during your stay.

## Privacy

Your personal details will be maintained only for our direct interactions. We will not release information to third parties, unless required by law.