

Eden Realty Holiday Booking Terms and Conditions

General

- Animals are not permitted in the properties unless otherwise stated. Linen is not provided unless otherwise stated.
- All holiday properties are strictly no smoking areas.
- Tenants must comply with Strata Title by-laws.
- Bookings not to be on sold without prior consent of Eden Realty
- Bookings made via third party websites may incur further charges which will be included in total cost of tariff.

Payments

- A 50% deposit is due and payable within 7 days of booking. Bookings are not confirmed until the deposit is received. Full payment is required on booking if your arrival is within one month.
- The balance of your payment is required one month prior to your arrival.
- Payment may be made by: cheque payable to Eden Realty, MasterCard, Visa or by direct deposit into our Commonwealth Bank account BSB No. 062-647 Account No. 100 075 548
- A 2.2% surcharge applies to credit card transactions.

Arrivals/ Departures/ Key Collection

- When arriving during business hours, keys may be collected from our office. Outside these hours, keys are left in the locked key box at our office at Eden Realty on the side of Bass Street. Access code for our key box will be provided in our email on receipt of final payment. Please bring your key box access codes with you.
- Keys will not be provided until all monies are paid and Guest registration Form signed and returned.
- Arrival time is 3pm. Departure time is 10am. However, outside of school holidays periods check in is 2pm and departure at 10 am. When vacating all keys are to be returned to the office at Eden Realty, or if outside office hours, returned to the key box using the same code you were provided.
- In the event of after hour's assistance an agent callout fee of up to \$120 is payable for non-urgent matters e.g lost keys or lockouts. Guests must not break into the premises, or attempt to do so, when locked out.

Bond

- A bond is included in your booking payment and will be refunded via the same method of payment used to make the booking within 5-7 business days. If monies need to be deducted for damages caused, or call out fees, our agents will advise you via phone or email.

Housekeeping / Damages / Breakages / Losses

- Please leave the property in the condition that you found it. A standard clean will be provided but anything outside a standard clean will be deducted from the bond paid. A \$25 BBQ cleaning fee will be charged for unclean BBQs.
- All damages, breakages or losses to the property, furniture and furnishings are to be reported and paid for by the guest immediately, or risk losing their bond. Tenants should advise Eden Realty of any faults or breakages discovered on arrival. If Eden Realty is not advised we will consider damages to be responsibility of the current guest and deduct from the bond accordingly.
- Funds will be deducted from the bond paid if we need to make a claim which may include but is not limited to; excess cleaning fees, damage or breakages, excess garbage removal, late check out, telephone calls (if applicable) and after hours callouts. When total amount claimed for damages exceeds \$150 an agent fee of \$50 will apply.
- Guests that bring unauthorised pets to non-pet friendly holiday properties managed by Eden Realty will be charged a carpet cleaning fee, deducted from the bond paid.

Occupancy

- Each holiday property has a stipulated maximum number of guests. It is against Health Department Regulations for more people to occupy a property than there are beds to accommodate them. No tents, caravans, mattresses or extra guests over stated maximum will be tolerated. A breach of this condition will result in direction for immediate vacation of the premises and no refund will apply.
- Excessive noise, inappropriate behaviour that is threatening to neighbours or ill treatment of premises will not be tolerated. Guests can be issued with a warning or asked to leave the property. No monies will be refunded to the guest in this occurrence.
- No responsibility is taken for tenants personal property left on the premises, please check the property for belongings prior to departure.

Cancellation Policy

In the event of a cancellation by you the guest:

- If you, the guest choose to cancel your booking all monies paid are retained by the agent on behalf of the owner.
- Shortened stay – the unused portion of rental is not refundable.
- If you have a crisis which requires you to cancel your booking, please notify the agent towards the possibility of utilising your booking monies as a 12 month credit towards another booking at the same property. Evidence may be required and conditions apply.

Agent Disclaimer *

Bookings are taken in good faith on behalf of the property owner. At times situations arise of which Eden Realty has no control. We cannot be held responsible for cancellation or changes made by the owner. Eden Realty reserve the right to move visitors to alternate accommodation of a similar standard at their discretion or on the direct instruction of the property owner. Guests will be notified of any such changes, or offered a cancellation and refund if applicable. The description of the premises by the agent is made in good faith and no responsibility for misrepresentation can be accepted. Eden Realty will make every effort to ensure that the property is maintained to the highest standard. However, the lawful owner of the property bears the responsibility to ensure the property is maintained to a reasonable holiday standard and is further responsible for the supply of all services, furnishings and amenities.