





## IN-HOUSE HOLIDAYS BOOKING CONDITIONS

- 1. DEPOSIT** A minimum deposit of up to 50% of the total (as specified) is required to confirm a booking. The booking will be confirmed in writing within 7 days of receipt of the deposit. Bookings made 28 days or less before commencement of the holiday require full payment of the total cost to effect confirmation. The deposit is non-refundable.
- 2. FINAL PAYMENT** Full and final payment for the holiday booking is required at least 28 days prior to the commencement of the holiday. If the outstanding balance has not been received by the due date, the Owner and/or the Booking Agent reserves the right to cancel the booking without notice and the guest will forfeit the deposit.
- 3. SECURITY BOND** A refundable security bond of between \$200 - \$1000 (as specified) is payable on all bookings. The bond will be refunded in full after the house has been cleaned and checked, provided there are no damages, excess cleaning or additional expenses incurred, usually within 5 - 10 working days after guests vacate. A breach of any of the Booking Conditions may result in forfeiture of the bond.
- 4. SIZE OF PARTY** The number of guests occupying the property for the holiday must not exceed the number specified on the Booking Form. If for any reason there is a change to the number of guests occupying the property or the number of beds required, the Booking Agent must be informed immediately. If approval is given for an increase in the number of guests or beds, an additional charge will be payable for each extra guest or bed. Guests are not permitted to host parties or functions of any kind while staying at the holiday property.
- 5. BEHAVIOUR** Guests are obliged to behave in a manner that does not cause any damage to the property, offence to neighbours or additional charges to the Owner or the Booking Agent. Expenses incurred as a result of guest behaviour, however caused, will be deducted from the security bond or authorized credit card.
- 6. CHECK IN & CHECK OUT TIMES** Unless arranged in advance with the Booking Agent, Check-In Time is 3 PM and Check-Out Time is 10 AM. During the low season and for mid-week bookings, these times can very often be flexible. All requests for varying check in/out times will be accommodated wherever possible.
- 7. KEY COLLECTION** Keys will be made available upon arrival at holiday destination. See final documents for details.
- 8. LINEN & TOWELS** Unless otherwise stated the accommodation includes the supply of all linen and towels for the specified number of guests & beds. This includes pillows, continental quilts or doonas, bed sheets, pillow slips, bath towels & bath mats, and tea towels. Beach towels are not included. The supply of bed linen and bath towels is included in the price. Personal linen and towels belonging to the property owner is not available for use by guests.
- 9. DOGS & PETS** Most property owners will not allow guests to bring pets to their homes. There are some exceptions but under no circumstances are guests permitted to bring pets without first seeking permission and then obtaining prior written approval from the booking agent.
- 10. CANCELLATIONS & INSURANCE** Where written notification of a cancellation is received no less than 28 days in advance of the holiday, consideration may be given to allow the guest to transfer the booking (of the same house only) to another date, less transfer fee of \$50. Where written notification of a cancellation is received less than 28 days in advance of the holiday, the guest shall be liable for payment of the full rental whether or not occupation of the holiday house occurs. The deposit is non-refundable and non-transferable to another property. Guests are strongly advised to take out comprehensive holiday & travel insurance to cater for any unforeseen circumstances.
- 11. LIABILITY** In consideration that In-House Holidays acts as the Booking Agent and uses all reasonable endeavours to ensure accuracy of information and quality of facilities, no liability is accepted for any claim as a result of problems that occur at the property, or for any loss or personal injury or illness, however caused, while guests occupy the property.
- 12. UNUSED SERVICES** Where the clients chooses to cut short their stay or reduce the number of guests in the booking, a refund, credit or transfer is not available for any unused portion of the booking.
- 13. DISCOUNT VOUCHERS** Must be notified at the time of making a tentative booking, prior to confirmation. Vouchers may not be used in conjunction with other specials or discounts. Conditions Apply.
- 14. LOST PROPERTY** – In-House Holidays does not accept liability for finding or returning lost property. It is the responsibility of guests to check before departure that personal belongings have not been left in the house. A minimum charge of \$27.50 plus the cost of retrieval, post and packaging (paid in advance by credit card) will apply if any lost property is to be returned to guests.
- 15. GUEST RESPONSIBILITY** Guests are expected to look after and take all reasonable care of the property and all the furnishings and equipment included in the property and to observe the “**No Smoking Inside**” requirement for the duration of the holiday. Any faults, damages or breakages must be reported to the Booking Agent or a representative as soon as possible. Guests will be liable for any breakages or damages caused to the property during their stay and all costs of repair and replacement shall be payable upon demand to the Booking Agent. Guests must return any furniture that has been moved to its original position. No furniture or equipment for use inside the property is to be moved outside. It is the responsibility of the guests to ensure that all doors and windows are securely locked and that the property is left in a clean and tidy state at the end of the holiday. This means that guests must wash & put away crockery, glassware & cooking utensils; remove all foodstuff from the refrigerator; thoroughly clean the barbecue, properly dispose of rubbish in bins provided; sweep up excess dirt and sand on the floors. In the event that cleaning of the house exceeds the cleaning time allowance specified in the final letter, the guest will be charged for the cost of excess cleaning at the rate of \$49.50 per hour and this will be deducted from the security bond or from the authorized credit card.