

CENTRAL COAST STAYS

GENERAL INFORMATION

Please read carefully and sign below agreeing to the Terms and Conditions of this agreement.

Bookings:

A booking will not be confirmed until we have received a deposit and a copy of the signed agreement. All transactions will be done in Australian dollars.

Guest numbers:

See property information for maximum guest numbers, a full guest list must be provided and not to exceed the maximum number of guests allowed.

Rates:

See property information or contact Central Coast Stays on hello@centralcoaststays.com.au

Party Policy: Zero Tolerance

Central Coast Stays follows best practice policies to ensure the properties we represent for short term accommodation are safe, secure and protected – and not damaged. As these properties are not in commercial areas Government regulators and Councils also have strict rules and requirements for holiday letting and will prosecute those who book properties for holiday/short term who don't abide by the short-term holiday letting regulations. Reasons such as: noise, disturbance, parties and overcrowding etc... Central Coast Stays supports the luxury end of the short-term holiday letting market and we have fair yet strict guidelines also. We require an undertaking from guests and clients who book for short term 'accommodation only' not to have parties, events or gatherings and give an assurance that the property rented is for the use of registered guests and for the use of those people. A day/evening visit/luncheon/dinner by a few friends is fine if confirmed with the Central Coast Stays team in advance.

Party/Disturbance Procedures: In the event an unsolicited event/party ensues at a Central Coast Stays managed property, then the procedure is as follows:

Our Concierges will phone first and if the issue is not resolved attend immediately (at your cost) and attempt to resolve the concern. If a resolution is not forthcoming, they will request immediate eviction as per this agreement. If this is met with resistance the Concierges are instructed to call Private Security (at your cost for a minimum of 4hrs for 2x Security Personal). Our Private Security team will secure the premises, safeguard from damage and remain indefinitely or until the property is secure (this is at the Security/Caretaker's discretion). The Police will also be called and if Councils are alerted further fines to you may arise. By agreeing to these Terms and Conditions below you agree to this procedure and all costs being as set out in clause 9. As explained above, this costly, zero tolerance approach is necessary to protect our homes. If in doubt, talk to us as these measures are not designed to prevent our guests from the normal, relaxing use of a holiday home.

Welcome:

We welcome you to this beautiful property where guests can relax and unwind in comfort and luxury. Central Coast Stays strives to ensure that all our guests enjoys an experience beyond their expectations; if you have any special requests please don't hesitate in contacting us. We ask that you please read and abide by the terms and conditions (especially our strictly enforced 'no party policy') We ask guests to show the upmost care and responsibility as it is expected that the property and furnishings be returned in the exact same condition at the end of a stay as at the beginning. Given its definition we do accept that accidents may occur, but any accident is the responsibility of the guest taking occupancy. On arrival our representative will always show you through the property and can be on hand for your exit therefore if there are any concerns guests can raise them on the spot.

Central Coast Stays - TERMS AND CONDITIONS

1. Reservations/Bookings: The booking will be confirmed on receipt of a **50%** deposit and the agreement signed accepting the Terms and Conditions. All transactions will be done in Australian dollars.

2. Payment Method and Bond: Payments will be either through a booking agent or directly with Central Coast Stays. All rent monies received will be deposited into a legislated Trust account with the Commonwealth Bank and held until contract termination. Trust accounts do not accrue interest.

A security bond will be paid by the tenants and held by the Managing Agent or booking agency until expiration of this Tenancy, Your bond will be forfeited on breach of this agreement, in addition to damages rectification, or will be kept after vacating the property until such point that the property is inspected and cleared of damage. In the event that repairs are to be made the bond will be kept indefinitely until such point as repairs can be assessed and made. Further payments may be required if there is loss or damage exceeding this amount. Agreeing to the Terms and Conditions of this agreement gives Central Coast Stays permission to deposit these monies into a Trust account and, at the conclusion of this contract, direct monies to be paid to the owner of the property, less commissions, paid to Central Coast Stays and agents where applicable. Any bond claim will also be subject to a **\$50** per hour administration charge. Security bond has to be in our Trust before access to the property is granted. If bond is not received your booking will be refunded less 50% plus linen, cleaning and booking fees.

3. Conditions & Cancellations:

Central Coast Stays has a firm booking policy - Bookings cancelled outside of 30 days before the start of the stay will receive a 100% refund less booking fee of \$75. Guests who cancel within 30 days of the booking date receive a 50% refund. In the event of a pandemic such as Covid and travel restrictions, a full refund will be issued minus \$75 booking fee.

4. House Manager:

The person signing this confirmation will be designated as the house manager and will be nominated as the primary contact. The house manager must be 18 years of age or older, warrants that he/she is authorised to agree to this agreement on behalf of all occupants and takes full responsibility to ensure that all occupants (and any guests or invitees of such occupants) understand and agree to this agreement. The house manager is to provide identification upon booking and the return of this booking form.

5. Property Usage:

The property is to be used for short term residential accommodation (holiday letting) only. The property may not be used for any commercial purpose, wedding, party, gathering or any other function unless agreed to by the Property Manager. There is strictly no smoking inside the property, and we ask also you to leave your pets at home as they are not permitted, unless agreed to by the property manager.

6. Check-In, Check-Out & Keys:

Check-in is from 2pm onwards and check-out is 10am. Our representative will meet you at the property at your agreed time from 2pm and hand over keys. Arrival & departure times may be renegotiated with Central Coast stays.

7. Housekeeping & Maintenance:

Each property has a cleaning fee and this varies from property to property. Your manager will give you the set fee for the house you are booking. The occupants are required to leave the property in the same clean, neat and tidy condition, as it was when they arrived. If additional extra-ordinary cleaning is required, the cost will be charged against your security bond. Central Coast Stays will organise for our contractor to collect and dispose, at the guest's expense, any excess rubbish at a cost of approximately **\$45** per bag.

8. Loss, Damage or Injury:

Central Coast Stays, the owner and their respective employees and agents, take no responsibility whatsoever for loss or damage of any property, or personal injury or death, of any occupant, guest or invitee of any such occupant and they each exclude all liability to the maximum extent permitted by law. The occupants acknowledge the environment in which the property is located and must take extreme care including, without limitation, observing safety signage, fire and safety directions and procedures and exercise caution whilst inside and when venturing outside the property. The Applicant agrees that the use of swimming pools/spas or the Ocean in the case of beachfront properties is at the Applicants risk in all respects. This includes third party guests staying at the property on invitation of the House Manager. Occupants must report breakages immediately (or as soon as practical) and are responsible for loss or

damage of property belonging to them, or their guests, and for the damage or loss of property belonging to the property during their stay. We recommend travel/health insurance as security for the event of accident, sickness or cancellation caused by unforeseen circumstances such as transport problems or illness.

9. Noise, Parties & Behaviour:

The house is for registered occupants only. Parties are not permitted under any circumstances and there is to be no disturbing noise between 10pm to 8am with no excessive noise at any other time. A **\$100** deduction will be charged with each Central Coast Stays callout, a Private Security callout involves 2x Private Security personal for a minimum of 4 hours each. If your behaviour or that of your guests causes damage, danger or annoyance we reserve the right to ask you to vacate the property immediately. Please note functions of any kind are not permitted and the invitation of additional guests beyond the homes capacity will enact our Event Policy.

If you breach this agreement, you will forfeit your entire security bond in addition to any damages, cleaning and Concierge and security callouts. Any breach of contract will forfeit your bond and/or event surcharge will be deducted from your security bond. **Please note:** Our policy here must be extremely strict due to our responsibilities to our homes. If guests damage/break or invite additional guests, then we have little recourse as we must protect our homes. We are not unreasonable by any means; therefore, if you think your ideal weekend would meet expectations, not damage the house or cause any neighbourly grievances please talk to us first.

10. Use of any equipment:

Any supplied or available equipment such as fishing boats, canoes, kayaks and the like at the premises is at your own risk. Premises do not come with life jackets or protective wear.

11. Firepits:

If a fire pit is present at the property, it may not be used when there is a fire ban. No fires are permitted at properties that do not supply a fire pit, e.g. you cannot bring your own fire pit. **All firepits are used at the responsibility of the guest.** Fire and alcohol don't mix. Not only is alcohol flammable, but overindulgence in alcohol impairs coordination, judgment, and reflexes, which could result in injuries to anyone gathered around the perimeter of a fire. If you or your guests are going to drink by an open fire, do so in moderation. Keep everybody a safe distance from the flames.

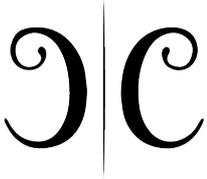
12. Please Note:

A breach or indicated breach of any of the above conditions will permit Central Coast Stays to cancel or amend a booking, refuse access or occupation or immediately terminate a tenancy. Refunds will not be paid on terminated tenancies and penalties may apply in the event of parties/events. All details must be filled out correctly and payment processed before the confirmation of booking.

13. Your Signature Confirms:

As House Manager your signature confirms that you and each occupant have read agreed and accepted these terms and conditions. You also acknowledge that this contract terminates upon the final vacation of the property, that any rental monies collected will be held in a Trust account until contract termination whereby they will be paid to the owner of the property (less commissions and fees).

Please proceed to page 4 of this document to complete your booking process.



CENTRAL COAST STAYS

Person Booking:Phone:.....

Property:

Date of booking:

**Thank you for booking with Central Coast Stays.
Please list below the names of your Guests over 18 staying with you at the property. Identification of the house manager (person booking) will be required to be provided to the property manager. Identification is for the strict purpose of securing the rental only. We undertake to comply with all privacy laws and this information will not be shared with a third party.**

- 1. GUEST.....
- 2. GUEST.....
- 3. GUEST.....
- 4. GUEST.....
- 5. GUEST.....
- 6. GUEST.....
- 7. GUEST.....
- 8. GUEST.....
- 9. GUEST.....
- 10. GUEST.....
- 11. GUEST.....
- 12. GUEST.....
- 13. GUEST.....
- 14. GUEST.....

**BOND RETURN - Name of account:
BSB:
Account number:**

Please complete the details above sign and date to acknowledge you agree to these terms and conditions and email to hello@centralcoaststays.com.au along with the identification of the house manager.