



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 enjoy 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.

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 groups are 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 ONLY. A day/evening visit/luncheon/dinner by a few friends is allowable dependent on numbers and 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.

Central Coast Stays - **TERMS AND CONDITIONS**

1. Reservations/Bookings: The booking will be confirmed on receipt of a **50%** deposit and the signed agreement 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 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 to be received in our Trust before access to the property is granted. If bond is not received your booking will be refunded less 50% of accommodation fee plus linen, cleaning and booking fees.

In the event of loss of keys by the guest, a locksmith will be called to change the locks of entry points of the house for security purposes.

The locksmith costs will be the responsibility of the guest.

Please note: If you have booked through Airbnb or HomeAway your payment is held with them and released to us after your stay. We do not hold your payment when booking through other portals.

3. Conditions & Cancellations:

NEW CANCELLATION POLICY AS AT 01 October 2021

We, at Central Coast Stays Pty Ltd have updated our cancellation policy. For all new enquiries and bookings made from 1st October 2021 onwards, our standard cancellation policy will apply. The ongoing Covid-19 situation is very well known and bookings are made with that in mind.

With the current crisis in mind, our new policy is in line with those of airlines, tourism operators and travel companies all over the world as well as NSW Fair Trading and the [ACCC guidelines](#).

For all bookings made directly through Central Coast Stays standard cancellation terms will still apply which is 100% refund if cancelled outside 30 days of your booking date. An administration fee of \$75 plus gst for cancellation processing paid to Central Coast Stays.

Bookings through AirBnb and Homeaway Stayz/VRBO have a separate policy. Please see below for individual cancellation policies.

The only exception to these terms will be if Federal or State Governments impose restrictions banning domestic and/or regional/non-essential travel and are mandated at the time of your arrival, and therefore directly affecting your booking. In this instance, we have two options for affected bookings;

- 1. Move your booking to a new date within 12 months of the original arrival date.**

Transfer dates can not be moved to peak periods.

- 2. A refund will be given if no alternate date is suitable.**

Please note that the above two options are both non-transferable between differing properties and can not be taken in peak periods such as school holidays, long weekends and Easter.

For all bookings made before the date of 1st October the same policy applies, a transfer of dates or full refund will only be offered for Government imposed travel restrictions.

No medical exemptions will apply. We recommend travel/health insurance as security in the event of accident, sickness or cancellation caused by unforeseen circumstances or illness.

If you have booked through AirBnb please see below:-

AIRBNB POLICY

FIRM: - Full refund for cancellations up to 30 days before check in. If booked fewer than 30 days to check in, full refund for cancellations within 48 hours and at least 14 days prior to check in. After that 50% refund before check in. No refund after that.

If you booked through VRBO/HomeAway/Stayz please see below:-

H/A POLICY

- Firm** - Bookings cancelled at least 60 days before the start of the stay will receive a full refund. Bookings cancelled at least 30 days before the start of the stay will receive a 50% refund.*

Signing these Terms and Conditions is your acknowledgement and acceptance of the cancellation policy.

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 also ask you to leave your pets at home as they are not permitted. This is unless agreed to by the property manager prior to the stay..

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. Excess rubbish will incur a \$45 per bag fee.

If booking through Airbnb and HomeAway you are charged a cleaning fee through the portal upon booking.

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.

9. Noise, Parties & Behaviour:

PLEASE RESPECT OUR NEIGHBOURS

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 from your security bond 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 to others 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. Please note: Our policy here must be extremely strict due to our responsibilities to our home owner and neighbouring properties. If guests damage/break or invite additional guests, then we have little recourse. We are not unreasonable by any means; therefore, if you think your plans for the ideal weekend would meet our expectations and not damage the house or cause any neighbourly grievances please talk to us for approval 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.

A breach or indicated breach of any of the above conditions will permit Central Coast Stays to cancel booking, refuse access or occupation or immediately terminate a tenancy.

Refunds will not be paid on termination.

12. Please note:

A breach or indicated breach of any of the above conditions will permit Central Coast Stays to cancel or amend 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). You acknowledge our cancellation policy.

Signing also confirms you have acknowledged the code of conduct.

[READ THE CODE OF CONDUCT HERE](#)

Person Booking:Phone:.....

Property:

Date of booking:Signature of person 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..... | 9. GUEST..... |
| 2. GUEST..... | 10. GUEST..... |
| 3. GUEST..... | 11. GUEST..... |
| 4. GUEST..... | 12. GUEST..... |
| 5. GUEST..... | 13. GUEST..... |
| 6. GUEST..... | 14. GUEST..... |
| 7. GUEST..... | 14. GUEST..... |
| 8. GUEST..... | 16. GUEST..... |

*** For **DIRECT** bookings only:

- BONDRETURN –**
- Name of account:**
- BSB:**
- Account number:**

Please return this form to hello@centralcoaststays.com.au with ID as soon as possible.