

## SHOAL BAY RIGGERS Terms of Tenancy

Shoal Bay Riggers is a property privately owned by Ian and Jenni Keddie trading as Innstead Pty Ltd.

We welcome you to holiday in our home and ask that you respect and treat it as you would your own.

The Property is in a residential environment so please respect our neighbours.

Please note, with bookings made through 3<sup>rd</sup> party websites such as [www.HomeAway.com.au](http://www.HomeAway.com.au), [www.booking.com](http://www.booking.com), [www.tripadvisor.com.au](http://www.tripadvisor.com.au), [www.airbnb.com.au](http://www.airbnb.com.au) and Port Stephens tourist information centre – all platforms have slightly different payment structure.

### \*\*\* Direct owner bookings:-

1. **50% Deposit due on booking. Balance, linen and refundable bond due 14 days prior to your stay. \*Payment structure for Direct bookings:-**
  - a. A deposit of 50% of the tariff is payable within 7 days of initial reservation with balance of payment (and \$250 linen hire if required) plus \$500 bond payable 14 days prior to arrival.
  - b. Last Minute booking discounted tariffs – full balance due on booking.
  - c. Special conditions apply to Christmas, New Year and Peak January holidays. See below.
  - d. A 2.6% credit card fee applies to Australian credit card payments using the secure Paypal gateway. A 3.6% credit card fee applies to international credit card payments using the secure Paypal gateway.
  - e. Please note. With the \$500 refundable bond component, we do not withdraw the funds from Paypal – so no credit card fee applies to the bond component.
2. **Tenancy Fee.**
  - a. Full payment must be received by a minimum of 14 days prior to your stay plus \$500 bond. The \$500 bond will be held as a security bond which will be refunded within 14 days of vacating the premises provided the security bond guidelines are met. Keys will not be issued unless payment has been made.
  - b. With the high demand of annual Christmas/January bookings, We would appreciate if you could make your bookings as early as possible. For Christmas / January peak tariff bookings, we require 50% deposit on booking with full payment due by 1st November.
3. **Sorry, Schoolies or all teenager bookings (where all guests are under 24 years old) cannot be accepted, as we do not have the policies, procedures or resources to accommodate for these bookings. This includes any similar party bookings such as bucks parties.**
  - a. If you fail to tell us that your booking is a schoolies, all teenager (all guests under 24 years age) bookings or bucks parties, this may result in your booking being terminated immediately with no refunds and loss of bond.
4. **No pets.**

**5. Please note.**  
**You are holidaying in a residential area, please reduce noise after 10pm.**

- a. STRICTLY PLEASE VACATE THE FRONT TOP BALCONY AND GO INSIDE THE HOUSE AFTER 10PM AS NOISE TRAVELS. There are many living areas throughout the house for you to enjoy later at night.
- b. **PARTIES OR FUNCTIONS ARE STRICTLY PROHIBITED without prior approval at the time of booking. And special conditions will apply – including extra charges for security, cleaning, garbage removal, wear and tear. Breach of this condition may result in immediate termination and eviction without refund.**

We want you to enjoy your holiday with your family and friends – however please maintain noise to a reasonable level and, in particular, between 10pm and 8am. After 10pm, we ask you to respect your neighbours and reduce noise. Noise particularly travels from open balconies and outdoor areas. We suggest you keep night music indoors and move guests inside later at night. If it becomes necessary to call out the Security Company due to excessive noise complaints or drunken, obscene or antisocial behaviour, this may result in your booking being terminated immediately with no refunds and loss of bond. Likewise if we are called to the property due to excessive noise complaints.

**6. The property is a residential dwelling within the Port Stephens community.**

The property is to be used strictly as a residential dwelling by the guests and the number of occupants must not exceed the maximum of 10 guests. Shoal Bay Riggers Is equipped for maximum 10 guests. It is against Health Department regulations for more persons to occupy a property than there are beds to accommodate them. No tents or caravans. If Shoal Bay Riggers is reported to be overcrowded, the guests will be asked to vacate with no refunds made.

**7. Parking.**

There is 3 to 4 car parking spaces in the driveway.  
This should be ample for you and your guests. \*\*\*Please do not park on the lawn or grassed areas or on the grass verges. Strictly do not park on neighbour's grass verges, we do not want to upset our neighbours.  
If you or your guests need extra parking, please park on Messines Street – which is only a minutes walk away.

**8. Linen, Towelling or Toiletries are not provided, unless advised.**

You will need to bring your own linen, towelling and toiletries. Linen can be hired locally at an additional cost. Linen package for Shoal Bay Riggers is \$250 – all beds made for you on arrival – nothing for you to do.

We supply doonas, doona covers, pillows, pillow protectors and mattress protectors. You need to bring top/bottom sheets, pillow cases, towels, bath mats and tea towels. (or hire these).

**9. Guidelines for Full Security Bond Refund.**

Security bond will be refunded within 7 days provided:  
Property is left clean and tidy.  
Dishes are washed, dried and put away and dishwasher emptied.  
Stove, sink and BBQ clean.  
No damage to property, and any breakages reported to owner.  
No pets or overcrowding.  
All keys returned on departure.  
No excessive noise complaints after 10pm – see above.

#### 10. **Cancelled Booking.**

- a. If booking is cancelled there will be no refunds unless property can be re-let. A \$50.00 administration fee will be charged regardless. If cancelling booking please provide maximum notice to allow adequate time to re-let the property. If property is re-let for your dates – a refund less \$50 administration is applicable. Please note. Special conditions apply due to Covid. Please ask.

#### 11. **Check In, Check Out.**

- a. **Check in time is 2.00pm and Check out time is strictly 10.00am unless alternative arrangements have been agreed with owner. If cleaners are unable to gain access to the property after 10.00am – the cleaners have the right to charge additional costs – which will be deducted from the bond.**
- b. **\*\*\* VERY IMPORTANT. Please ensure the property is left secure when you go out or when you depart. Deadlock all doors. Close and lock all windows (especially the lower level windows). \*\*\* and place key back in the keysafe.**

#### 12. **General**

\* Premises are fully self contained and doonas with covers, mattress protectors, pillows with spares and pillow protectors are provided. **Other linen, sheets, pillowcases, towels, bathmats and tea towels need to be supplied by guest.** Linen can be hired at an additional fee (\$250 with all beds made for you) – you have nothing to do! Shoal Bay Riggers has 4 x queen size bed and 1 x double bed with a maximum of 10 persons to be accommodated. The sofa bed in the lounge area may be used upon request. Please advise if you would like the linen price hire and booking order form.

\* There are two (2) highchairs at the hose. Baby extras such as baby cot, stroller, 3-wheel pram can be hired by a third party. Please advise if you would like the baby extras price hire and booking order form.

\* All furniture and effects are to be left in the same position as at the commencement of tenancy.

\* Please make sure refrigerator is emptied of its contents and all doors are locked and windows closed when vacating.

\* Garbage bins. Please ensure that all garbage is removed from the property and placed in bin liners in bins provided. The council garbage collection day for Shoal Bay is Friday morning, please place bins out Thursday evening for early collection. Any excess garbage can be taken to the Port Stephens

Waste Transfer Centre, Soldiers Point Road, Salamander Bay. If you leave excess garbage in the house or grounds, you will be required to pay additional cleaning and garbage fees (deducted from bond).

\* All guests are responsible for keeping the property secure during their stay and will be responsible for any theft or damage due to neglect in this area.

\* There is ample parking at the property. \*\*\* **Please do not park on the grassed areas.**

\* No liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond the owners control. No responsibility is taken for guests personal property left on or near the premises. It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situations arise before or during your travel period.

\* All guests are responsible for any loss or damage arising from breakages or other damage to the property during their stay, including any additional cleaning, repairs or replacement of items in the property. All properties are privately owned. Please respect the owner's property and do not move furniture around. A fee may be charged should this occur. Do not move items from property to property.

\* If keys and/or remotes are lost you will be responsible for the changing of the locks and 3 remotes (if applicable) and the cutting of 6 new sets of keys. (Guest key, owner key, agent key, trades key, cleaner key, Swan Security key). The keys are your responsibility so please take care of them. The locksmith charge \$250 for a full lock change and key supply.

\* Left Items - if requested we will endeavour to recover and return items of value inadvertently left in the holiday property on a COD postage delivery.

\* We recommend all guests purchase travel insurance as Management are not responsible for injuries, illness or accidents that may occur during your stay. And safeguard against deposit loss.

\* Please call 0417 381 071 if you have any complaints or problems as soon as practicable – so we can endeavour to fix any problems for your convenience during your stay. It is too late to fix any thing If you only advise on departure.

### **Enjoy your holiday!**

Shoal Bay Riggers is a property owned by Ian and Jenni Keddie  
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