

Thank you for booking

Your bond and booking fee of $ is pending

Arrival-

Departure-

Your tariff of

Due

If your balance is due and you wish to deposit the tariff electronically our details are as follows:

Twoville Pty Ltd – Trading as Smyth Real Estate

BSB 063 708

A/C 1001 6870

Please identify the payment with your surname and property booked.

Your rental agreement is attached or has been sent via mail to your address. Please read our terms and conditions thoroughly and return to our office.

Check in

Check out

*If you are arriving after hours please advise us immediately so we can arrange for the keys to be located at* ***CHOPSTIX NOODLE BAR (THIS WILL INCUR A $20 DISTRIBUTION FEE TAKEN FROM YOUR BOND)***

Should our terms of rental not be followed, upon departure, your bond will be subject to a delay in refund or money deducted.

Bonds are returned within 7-10 working days of departure.

**IF PAGE 2 IS NOT SIGNED AND RETURNED TO OUR OFFICE, YOUR BOOKING IS CONSIDERED UNCONFRIMED AND KEYS WILL NOT BE HANDED OUT.**

We hope you enjoy Lorne and its surrounds!

Smyth Real Estate Holiday Team!



6/32 Mountjoy Pde Lorne.

Victoria 3232

Phone: (03) 5289 1278

Fax: (03) 5289 2314

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website: [www.smythrealestate.com.au](http://www.smythrealestate.com.au)

***PLEASE NOTE: THIS PAGE MUST BE COMPLETED FULLY AND RETURNED BEFORE KEYS ARE HANDED OUT.***

You, as the person responsible for the letting, must acknowledge and agree to the attached Terms and Conditions.

**I/we hereby authorize Smyth Real Estate to debit any additional charges or fees incurred by me/us from my/our Bond being held, without notice or demand.**

**PLEASE NOTE: BONDS WILL BE RETURNED VIA CHEQUE OR DEPOSITED INTO A NOMINATED BANK ACCOUNT.**

**Bank Name, BSB & Account No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

PROPERTY BOOKED

Extra charges which may apply:

* Cleaning/ and or putting away of crockery, cutlery pots, pans etc. $50

(Minimum)

* Cleaning of BBQ $50

(Minimum)

* Removal of any animal waste at a “Pet Friendly Property” $50 (Minimum)
* Loss of keys AT COST
* Damage and/or breakages AT COST
* Telephone and/or Internet access (when available) AT COST
* Removal of extra rubbish $50 (Minimum)
* Bins will **not be** collected if they are overflowing, nor will bags be collected.
* Please take any excess with you or contact our office to arrange payment for removal.

**Signed**

**Print Name & Property Booked**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CONDITIONS OF TENANCY**

THIS HOLIDAY ACCOMMODATION IS LET TO YOU

UPON THE FOLLOWING CONDITIONS

1. **Rental/bond and booking fee**

**FULL RENTAL** and security deposit monies are payable IN ADVANCE, and before keys to the property are released. A bond between $500 and $1000 is taken from your credit card and refunded within 14 days of departure. Pending a satisfactory inspection of the property.

1. **Arrivals and departures**

**OCCUPANCY TIMES** during Peak Season check in is 3pm and check out is **strictly** 10am. In mid and low seasons check in is from 12pm and check out between 2pm and 4pm. See front page of Rental Agreement for times applicable to your booking. Check out time must be strictly adhered to and keys returned to our office. An additional fee may be levied for late checkouts. Whilst every effort is made for your property to be ready by check in time, this may not always be possible.

1. **Cleaning**

**CLEANING** is the responsibility of the **TENANT**. Premises must be left clean and tidy and ready for immediate occupation by the next tenant, otherwise an additional fee will be charged and return of full bond may be jeopardised. All rubbish must be removed and refrigerator emptied of all contents. Please see above for specific responsibilities.

1. **Maximum number of Guests**

**THE NUMBER OF OCCUPANTS** must not exceed the number stated on this confirmation sheet. Overloading could cause the booking to be cancelled and loss of your bond. Properties are regularly checked for compliance.

1. **Linen**

**ALL** properties are let **witho**ut linen (unless otherwise stated) – hire can be arranged at an additional cost.

1. **Furniture**

No FURNITURE or effects are to be removed from the premises during the tenancy and all furniture and effects must be left in the same position as at the commencement of the tenancy.

1. **Damage**

**All BREAKAGES AND DAMAGE** to the accommodation and its contents must be reported to the agent and paid prior to departure. Tenants agree to allow the Agent or his nominee to enter the rented premises to carry out any necessary repairs. As the guest, you are responsible for all damages, breakages and loss incurred during the term of your occupancy.

1. **Noise**

Tenants and occupiers agree **NOT TO CREATE ANY NUISANCE OR EXCESSIVE NOISE** causing annoyance to the owners or occupiers of any nearby premises. Failure to comply could lead to immediate cancellation of booking.

1. **Pets**

NO PETS – ANIMALS AND PETS ARE NOT ALLOWED ON OR INSIDE THE PREMISES UNDER ANY CIRCUMSTANCES **\*unless the property is deemed pet friendly**. An additional $50 per stay, per pet fee applies to these properties. All bond monies will be forfeited and you will be required to vacate the premises immediately if you are found to have a pet.

1. **Personal property**

No responsibility is taken for tenant’s PERSONAL PROPERTY left on the premises. A charge will be levied for retrieval and forwarding of property left on the premises.

1. **Keys**

Keys are to be collected and dropped off at our office. If arrival is outside office hours, this must be organised with our office to make alternative arrangements. Tenants are responsible for the safekeeping of accommodation KEYS. Duplicate keys are not always available. Tenants already in occupation requiring a key from the Agent or his representative after office hours will be charged a service fee of **$50**. Tenants are liable for damage caused when doors have been forced open owing to keys being lost. If the keys are lost the tenant is responsible for the cost of the replacement of the new lock.

1. **Booking sight unseen**

The booking is made in **GOOD FAITH** by the Agent but may be subject to changes not notified by the owner prior to the commencement of the booking. We cannot accept responsibility for actions taken by the owner of the premises outside our control, as in changes to a property, cancellation of a property, or a sale of a property. (Every reasonable endeavour will be made to offer alternative accommodation should this occur.) If a booking is made over the phone or via photos on the internet without viewing the property in person, Smyth Real Estate will not be made responsible.

1. **Refunds**

**RENT REFUNDS** are at the discretion of the Landlord. Refunds will be granted if the property can be let for the same rental period. Refunds do not apply where the tenant has not inspected the property and deems the property as unacceptable during, or at the commencement of their tenancy.

1. **Sale**

In the event of the property being offered for sale, the tenant agrees to allow the owner or his Agent to inspect the property with prospective purchasers during reasonable hours by prior appointment.

1. **Cancellations**

Cancellation policy is applicable to whole or part cancellation of bookings. A non-refundable **CANCELLATION FEE OF $100** is included in the bond amount. In case of **CANCELLATION**, deposit paid (less cancellation fee) may be refunded at the discretion of the Landlord, if the property can be re-let. If the property cannot be re-let, your balance return will be at the discretion of the Landlord. For the avoidance of doubt, the Cancellation Policy applies to cancellations by reason directly or indirectly related to events which are beyond our /your control including warnings issued by any authority.

1. **Disclaimer**

Smyth Real Estate does not accept liability in contract or tort for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbance, fire, floods, extreme weather, acts of God, acts of Government or of any other authorities, accidents, theft to or failure of machinery or equipment or industrial action.

1. **After Hours**

Should a representative of Smyth Real Estate be required to assist in afterhours matters a fee of **$50** will be deducted from the bond.

1. **Smoking**

All properties are non-smoking without exception!

1. **Indemnity**

1. The guest:

a) Uses and occupies the premises at his/her own risk; and

b) Indemnifies the owner against any liability, which may attach to the owner as a result of injury or loss being personal or proprietary suffered by any person where any injury damage or loss has been contributed to or caused by any act or occasion of the guest or his/her agent.