



Millfield Waters Accommodation Rental Terms and Conditions

BOOKING REQUIREMENTS

The primary guest must be a minimum of 25 years of age to book the rental property and must be staying at the property through the duration of the booking period.

MINIMUM NIGHT REQUIREMENTS

2 NIGHT MINIMUM

- Weekend (Thu-Sun)
- Midweek (Mon-Wed)

3 NIGHT MINIMUM

- Public holiday weekends
- Concert/special event

4 NIGHT MINIMUM

- Easter public holiday
- Christmas holiday
- New Year holidays period

OCCUPANCY

The primary guest must be staying at the property during the booking period. The primary guest warrants that they will be held responsible for the conduct of all guests and the names, contact details and total number of guests provided at the time of booking are accurate for the guests who will occupy the property during the booking period. Management reserve the right to cancel the booking or refuse occupancy of the property if this condition is not observed and where number of guests staying exceeds the numbers of persons booked and all cancellations terms will then apply. Penalties apply and your credit card may be charged up to AU\$5,000.

Parties and events (including family gatherings, birthday parties, celebrations and weddings) are permitted on site with maximum of 30 attendees allowed, subject to approval at time of booking – additional surcharges and security bond is required.

If an excess number of guests have been using the property without approval or overcrowding, management reserve the right to cancel the booking for unauthorised events and attendees exceed 30 guests without approval, then all cancellations terms will then apply, and your security bond will be forfeited and AU\$5,000 will be charged to your account payable to the primary guest. In the event of a complaint lodged with the police or the local council, management reserves the right to refuse occupancy at the property, AU\$5,000 penalties apply then all cancellations terms will then apply.

BOOKING CONDITIONS

Advance bookings are accepted in good faith. We cannot however accept responsibility in the following circumstances – alteration of the property; malfunction of any inventory items; property withdrawn from letting; noise; inconvenience or loss of view caused by building construction on neighbouring or nearby properties.

DESCRIPTIONS

The description of the property is made in good faith and we will accept no responsibility for errors or omissions. All photos on our website/s are taken on-site, are provided as an accurate representation of the described property at the time the photograph was taken and are subject to change with fair wear and tear, refurbishing, weather or other circumstances outside of our control. Refunds will not be provided if the accommodation does not meet your satisfaction.

DEFINITIONS

Property: Millfield Waters Property including all fixtures, fittings, equipment and landscaped gardens and all contents within the property boundary.

Booking: Confirmed holiday accommodation period to stay at the property.

Primary guest: Person who made the booking and fully responsible for all payments & security bond.

Guests: Person(s) who stays overnight at the property duration of the booking.

Visitors: Person(s) that are permitted to visit the property during the booking.



PAYMENT TERMS

PRICING

All pricing is in Australian Dollars (AUD) and inclusive of GST. The minimum quote provided is based on 13 guests (adults or children) and reduction in guest numbers will not alter the quoted price. Bookings at the rate quoted are not guaranteed until a booking deposit has been successfully processed and you have received formal confirmation of your booking from management in writing.

DEPOSITS

A deposit of 50% of the total rental accommodation cost is required to secure a booking. If a booking is made within 30 days of the arrival date, then full payment of the total accommodation costs is required. The deposit is strictly non-refundable; refunds or credits will not be provided if you change or cancel your booking.

FINAL BALANCE

The final balance of accommodation costs remaining must be received in full at least 30 days prior to expected arrival date. The final balance is strictly non-refundable. If for any reason the final balance payment is not received 30 days of arrival date, management reserves the right to cancel the booking according to our Cancellation Policy.

BOOKING FEE

AUD \$40 booking fee is applicable for all bookings made. The booking fee is non-refundable.

HOST FEE (CLEANING & LAUNDRY)

AUD \$1,200 host fee is applicable for all bookings made. This includes AUD \$700 professional cleaning and AUD \$500 commercial laundry for linen and towels. The host fee is refundable if the booking is cancelled and no check in is made.

SECURITY BOND/DEPOSIT

The security bond is designed to cover any additional costs incurred including, but not limited to, any breakage, damage, missing items, or excess cleaning requirements, excess waste removal, additional guests not registered and other fees and charges where applicable.

A security deposit of AU\$5,000.00 is held as a bond for your stay; if security deposit is not paid, access to the property will not be provided. This will be processed approximately 24 - 48 hours prior to your arrival date, please ensure the funds are available at this time.

A full property inspection is carried out prior to your arrival to ensure the contents and appliances in good working order. The primary guest must immediately report any damage if found on arrival to management. In the event there is no notification, damage(s) found will be deemed to have been caused by you. It is the sole responsibility of the primary guest report any damages occurred during the occupancy.

The primary guest is solely responsible for the property and contents for the duration of their stay and apart from reasonable standard cleaning requirements the property must be left in the same condition as it was at time of check in. The primary guest acknowledges any variation to the condition and inventory (applicable deductions may include damage and missing items, breakages/damage/stains to furniture, furnishings, fittings, household appliances, equipment, paintings, curtains, blinds, plants and all contents within the property, excess cleaning and/or waste removal whether caused by the primary guests, other guests or visitors during the booking) will be deducted from the security bond.

Upon departure, a full inspection of the property and its contents will be undertaken to assess for condition, damages or missing items (if any). If any variation to the condition and inventory (as per mentioned above) is to occur, the primary guest will be notified and the replacement cost will be deducted from the security bond; if this amount is to exceed the total security bond amount, the excess cost in damages will be invoiced to the primary guest and payable within 48hrs after departure date for replacement.

The security bond will be released, less applicable deductions where necessary as described under these Terms and Conditions, usually within 3-5 business days of your departure. Where we are unable to return the security deposit in part or in full for any reason, we will advise you within 3-5 business days.

ACCEPTANCE OF RENTAL AGREEMENT TERMS AND CONDITIONS

Upon successful processing of the booking deposit and booking fee, an email confirmation will be sent to you confirming your booking. Only at this point does a valid contract exist between the management of the property as the accommodation provider and you, the primary guest.

The owner of any credit card provided must be the same person as recorded in the booking and the person who has paid for the security deposit will be deemed responsible for the entirety of the booking.

By booking you agree you have read and accepted all the booking Terms and Conditions. Our Terms and Conditions are available to view online any time prior to booking. Payment of the rental deposit constitutes the primary guest acceptance of the Rental Agreement Terms and Conditions. The person who has paid for the security deposit will be deemed responsible for the entirety of the booking.



CANCELLATION POLICY

Refunds or credits (to use in a future stay) for cancelling or changing the booking will not be provided under any circumstances. Deposit payment, final payment, booking fee or any other fee is non-refundable. Host fee including cleaning fee and laundry fee is refundable if the booking is cancelled and no check in is made.

Cancellations must be notified in writing. Management reserve the right to cancel any booking where payments have not been made according to the payment terms. This policy applies to both deposits and final payments.

Booking cancellations made more than 30 days prior to the arrival date will forfeit the deposit amount (50% of the total booking value) and no refund or credit will be issued. The booking deposit, booking fee and any other fees are non-refundable. The host fee will be refundable as no check in will be made.

Booking cancellations made less than 30 days prior to the arrival date forfeit the full amount (100%) of the total booking value and no refund or credit will be issued. The booking deposit, booking fee and any other fees are non-refundable. The host fee will be refundable if no check in is made.

NO-SHOWS OR TERMINATIONS

If you have not checked in for your booking or terminate your booking once you have checked in, 100% of the total booking value will be forfeited and no refunds or credits will be issued.

RIGHT TO REVOKE OR REFUSE BOOKINGS

Management reserve the right to revoke or refuse to honour any accommodation booking at any time before or during the holiday rental period, which may in their opinion (and at their sole discretion) be unsuitable for the property.

GUEST RESPONSIBILITIES AND OBLIGATIONS IN RESPECT TO THE PROPERTY

The primary guest is solely responsible for rental property including all its fixtures, fittings, equipment, appliances, landscaped gardens and all its contents and is required to report any damages/breakages upon check in or occurred during the occupancy whether caused by the primary guests, other guests or visitors. The property is assessed prior to check in and post check out, any damages to occur will adhere to the terms of the security bond. Any item that is damaged or not in good working order, the primary guest must report damage to management immediately on arrival. In the event there is no notification, damage will be deemed to have been caused by you.

The primary guest shall take reasonable care of the property and shall leave the property, including all utensils, fixtures, fittings and equipment on, in or about the property in a clean and tidy condition at the end of the stay. The primary guest must be staying at the property during the booking period. It is the responsibility of the primary guest to inform all guests and visitors of the terms and conditions of the rental property.

Locks have been installed on storage cupboards, storerooms, shed. Tampering with locked doors, cupboards and storage rooms will result in cost of damages to be deducted from the security deposit and potential legal action.

NOISE, DISTURBANCES, PARTIES & FUNCTIONS

Please always respect the property's neighbours by keeping noise to a reasonable level, particularly between 11 pm and 6 am, and refrain from engaging in any drunken, obscene or antisocial behaviour. You must abide by any noise abatement order issued by the police or any regulatory authority. Private parties, functions and weddings are strictly prohibited without explicit advance written approval from management.

COMPLAINTS FROM NEIGHBOURS

Any reported complaints from neighbours (i.e. excess noise, damage, unauthorised parking, pets, excess or improper garbage disposal etc.) will result in AUD \$200 per complaint being deducted from your security deposit. Unauthorised pets, parties and functions may also incur additional cleaning, garbage removal and repair charges, where applicable and/or total loss of security deposit.

PETS

Pets are not permitted at any time in the property (including balconies, common areas and grounds).

The primary guest agrees to accept that pets are not permitted at this property for the safety all other guests. Failure to do so will constitute a total loss of your security deposit as the property will need to be professionally fumigated and cleaned for health and safety reasons.

NON-SMOKING PROPERTY

The property is strictly non-smoking. The primary guest agrees to accept that smoking inside the property is forbidden, and no cigarette butts will be discarded on the property. Additional charges may apply if smoking has occurred in/on the property. We reserve the right to withhold part of or the entire security deposit. Smoking can be offensive, is a fire hazard and is harmful to the health of others. As a result, we reserve the right to terminate your occupancy of the property without notice and any unused portion of the stay is forfeited at our discretion.



REPAIRS & MAINTENANCE

Management reserves the right to conduct inspections, repairs or general property maintenance while the guest occupies the property, with reasonable notice. Any maintenance issues must be reported immediately. The primary guest agrees to allow the owner/agent/tradesman or their nominee to enter accommodation to arrange necessary repairs.

INTERNET & STREAMING SERVICES

Complimentary High-Speed Internet and Premium Streaming Services (Netflix, Prime Video & Disney Plus) are provided throughout the stay for your enjoyment.

We are not responsible if internet access is restricted or not available. Also, we are not responsible for any mechanical failure, breakdown or failure of your equipment to connect with the wireless connection provided. If there is excessive data usage, we reserve the right to charge a reasonable amount for additional data allowance. Internet access is not considered an essential service (unlike core utilities such as electricity or water) nor is it an emergency if it is not available. The inability to access, reliability, speed or quality of the internet is not a valid reason for cancellation, booking amendment or any compensation in full or in part.

Please do not unplug with any entertainment connections. Any damage to the equipment will be deducted from your security bond.

HOUSEKEEPING

It is the primary guest responsibility to ensure that the property will be left in the same clean, neat and tidy condition, as it was at time of checking in. Ensure all towels are placed in the bathrooms and disposed all rubbish in the appropriate garbage bins located in the car port area. In the event of excessive cleaning or excessive rubbish to be removed, then excessive cleaning charges will be deducted from your security bond. Excessive cleaning may result in additional charges, i.e. requirement for steam cleaning of carpets, etc. Additional housekeeping fees may be charged for property left in an unsatisfactory condition.

A cleaning fee is charged per stay to ensure the property is guest-ready. If the property is not cleaned to an acceptable standard for your arrival, you should advise us within one hours of arrival. For stays longer than 7 days you may request additional cleaning and linen changes which will incur additional charges. Any additional cleaning is charged AUD \$150 per hour, with a minimum of a 4-hour call-out fee. Cleaning is performed by an external company and where costs exceed the amount charged, it will be passed onto you.

GARBAGE

Excess rubbish must not be left on the property, public or common areas. You must dispose of all garbage appropriately within designated bins located on the property, including recycling bins as labelled. If garbage and recycling are not disposed of properly or if there is excess rubbish at the property upon check out, additional charges will apply to have it removed. These charges include, at a minimum: a garbage call-out fee, a cleaning fee, a transportation fee, and a disposal fee (as charged by the council), which will be deducted from your security deposit.

LINEN, TOWELS & TOILETRIES

Fresh luxury hotel linen and towels are supplied to the property for your stay. If any linen or towel is missing from the property or is damaged, the applicable replacement cost may be deducted from your security deposit. Shampoo, Shower Gel, Soap and toilet paper is provided.

SECURITY

It is your responsibility to maintain the security of the property. The primary guest will be held responsible for any incident that occurs during your stay or upon departure because of the premises being left unsecured. Security cameras are installed to the external areas and entry points for safety and security purposes. Cameras may be used to verify compliance with rental policies and should not be relied upon by guests for personal security. Any damage to or intentional obstruction of cameras by guests may result loss of your security deposit.

LOST ITEMS

Recovery charges will be payable per hour to collect items left behind on the property, plus shipping/freight costs associated with delivering and returning the item to you. Please note: if items remain unclaimed after 7 days from departure, items will be disposed of.

ARRIVAL & DEPARTURE TIMES

Check In after 3.00pm

Check Out before 10.00am

PROPERTY ACCESS

Full payment of the total value of the accommodation and security bond must be paid before access to the property is provided. Upon confirmation a unique access code will be generated for full use of the property; provided via SMS at 3.00pm on your arrival day and the code will be valid for the duration of your stay. Under no circumstance should guests' access/occupy the property before the agreed check in time or remain/access after the agreed check out time without explicit written confirmation from management. Any unauthorised access or extended stay will be considered as a breach of the accommodation terms; this may result in additional charges, loss of security bond or removal off the property.