

House rules

Check-in: After 2:00 pm

Checkout: 10:00 am

No smoking

No parties or events

Pets are allowed

Additional rules

GRACIOSA BYRON BAY TERMS AND CONDITIONS OF HOLIDAY/SHORT-TERM RENTAL Whilst we recognise that most guests are respectful and will treat the property as their own, occasional misdemeanours mean we must outline the terms and conditions of holiday rental here. To maintain a good standard for all our guests and to comply with council regulations, we require certain conditions to be complied with, as follows: Number of Guests at the property must not exceed the number of guests written on the booking form, unless agreed in writing with the owner or manager. Fees will apply for excess guests not checked in or agreed with the owners in advance. Any damage or disturbance caused by guests of staying tenants is the sole responsibility of the tenants on the booking, and the bond paid by the guests on the booking will be used to cover any damage caused by guests who are both checked in and not checked in. Additional fees may also be charged if required. The owners take no responsibility for the behaviour of guests at the property, and the guest booking the property agrees to indemnify the owners of any legal action relating to use of the property by themselves or their invited guests. Parties, events, workshops and functions and commercial activities are strictly prohibited. This includes noisy outdoor barbeques. Guests who are not checked-in and identified as staying at the property are not permitted, and this extends to the use of the pool and outdoor areas, which are reserved for guests only. Non-compliance could result in the immediate termination of the rental. The price charged is for domestic use only and not commercial. Guests agree to use the property under these conditions. Accordingly this rate does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Use contrary to this may result in loss of bond and/or additional payments. Damage, Breakages, Theft and Loss of items in the property, whether owners' or tenants' property, are the tenants' sole responsibility during their stay. The owners take no responsibility for lost or stolen items during a guests' stay. Damage and breakages must be immediately reported to the property manager to

allow time to rectify the situation prior to the next booking, otherwise further charges may be taken. Arrival - Check-in time is from 2pm on day of arrival, to allow time for professional cleaning (being a very large property), unless arrangements or a request is made otherwise. Departure - the property should be left in a similar state to its condition on arrival, with all rubbish removed and the kitchen tidy. Please leave towels hanging in the bathroom, in the bath or laundry (not on beds, floors or furniture). Check-out time is 10:00am, to allow time to prepare property for next guests. Late check-out may be available upon request, subject to availability. Guests must be inside with doors shut and music off by 10pm to comply with Byron Shire Council regulations, and we ask guests to be quiet at all times when in the garden, pool area and outside the property. Disturbance to neighbours, including excessive noise at any time of day from within the property, outside the property, in the pool area or noise when entering/ leaving the property is strictly prohibited and may result in instant termination of rental and loss of bond. Even though we are a country property - it is very important that you consider neighbours at all times. If a complaint is made, at any time of day or night, a representative of the property will be sent out to speak to tenants and this will result in an immediate fine of \$1500 per complaint which will be deducted from your bond, there is no warning. If the situation is not resolved after one warning, we reserve the right to terminate your booking without notice and without refund. All children must be supervised at all times and the owners take no responsibility for accidents caused by negligence or unsupervised children. The owners take no responsibility for the functionality of the infant products. Beach towels/additional linen/towels and other hire products are available if booked in advance and will be subject to a fee. Please request these at least 3 days prior to your arrival. Any missing linen/hire products or house items will be deducted from the bond. Furniture must not be moved/removed without the owners express agreement. We ask all tenants to call the property manager prior to moving any furniture or forcing any windows and doors. Pets are not allowed unless specific arrangements have been made in writing with the owner and a pet bond is paid. Guests must respect the house and clean up after their animals, including not allowing pets on any furniture, beds and ensuring any messes are cleaned up straight away, including in the garden. Dogs must be kept under control and on a leash at all times when outside and must not be left alone to bark as this constitutes disturbance to neighbours and a fine may be imposed as above. The owner takes no responsibility for pets staying in the property and it is the responsibility of the pet owner to ensure they are secured and supervised at all times. Smoking is not permitted from anywhere inside the property or in the pool area. Please smoke outside only with doors and windows shut and use proper

ashtrays. You may request ashtrays at time of booking or at anytime throughout your stay. All cigarette butts must be put into the large rubbish bins outside, please do not bring ash or butts into the property or place any in the indoor bins as the smell is very hard to remove. Please note there is no daily turndown/cleaning during the period of stay, however a regular professional cleaning service can be organised for you when booking your accommodation, at the guests' expense, please just request this. The property will be professionally cleaned prior to letting commencement, and we expect the property is left in good condition upon departure with rubbish removed and dishes clean. Please note, there is a minimum age for guests of 26 years, with the exception of families with children accompanied by an adult. The owner may decide to make an exception to this regulation on a case-by-case basis. All adult guests will be required to provide identification at the time of booking and check-in.* The owners will make every effort to ensure the property is available as booked, however the owner reserves the right to make alterations and cancellations to bookings due to unforeseen circumstances. Please note there is no refund for guests' cancelled bookings or if guests leave early. If the booking is cancelled more than 60 days prior to arrival and the owners manage to re-let the property for the same period, then a refund will be considered. Please note Graciosa Byron Bay is a country property. At times the property is subject to power and water outages due to unforeseen circumstances. If there is a power or water outage during your stay Graciosa management will keep you informed of updates from the respective companies. All Guests agree that booking this property constitutes an acceptance of these terms and conditions, regardless if this document is signed. The owner reserves the right to refuse guests who have invalid identification and to remove guests who have breached these terms and conditions. The details of any identification provided are for the purposes of renting the accommodation for the period requested only, and will not be used or provided to third parties for any means of marketing. You must also acknowledge Security Deposit - if you damage the home, you may be charged up to \$3000