

20 Fronds - Terms and Conditions

BOOKINGS/PAYMENTS

- **Please note that receipt of the deposit denotes acceptance of our Terms and Conditions.**
- Minimum stay of 4 nights is required.
- To secure your holiday booking, a deposit of 25% must be paid within 7 days of the original booking otherwise the property is not secured.
- Full payment is required 14 days prior to arrival.
- Payments can be made by Direct Deposit or cheque. (our bank details will be advised on booking request)
- The premises are residential premises rented for holiday purposes only for the period stated on the receipt.
- Parties and functions are not permitted on the premises.
- The number of people occupying the premises is limited to the number of people for whom beds are provided.

CANCELLATION POLICY

- Cancellations in writing by either party, 30 days prior to the commencement of the booking will be refunded in full.
- For cancellations made less than 30 days prior to the commencement of the booking, 50% of the deposit will be forfeited unless the property can be relet for the entire period.
- To affect a refund, cancellations must be in writing.

CHECK-IN/CHECK-OUT ARRANGEMENTS

- The premises will be available from 10am on the day of your arrival and are to be vacated by 10am on the day of your departure.
- A replacement charge of \$50 for keys and \$100 for the remote will be charged if lost.

GENERAL

- No pets are allowed.
- 20 Fronds is fully self-contained including linen, bath (not beach) towels, full kitchen, laundry facilities, hairdryer & BBQ
- Departure cleaning is included in the rental fee. However, additional cleaning charges may apply, if the property is not left in a reasonably tidy and appropriate condition.

GUESTS OBLIGATIONS

- Show consideration for your neighbours and maintain noise to a reasonable level and, in particular, between 10pm and 8am. Excessive noise is prohibited.
- Dispose of garbage and recycling in accordance with usual practice at the property and in the allocated bins.
- Maintain the security of the property. The property should be vacated on time and secured.
- Smoking is not permitted.
- Be responsible for your visitors.
- Notify 20 Fronds via www.20fronds.com.au of any faults as soon as practicable so they can be resolved quickly and as efficiently as possible. Should a maintenance issue arise during your stay, we will endeavour to contact you by mobile phone. For reasons of safety we reserve the right for our agent to enter the property to repair any fault.

BREAKAGES/DAMAGE

- Breakages and/or damage not caused by normal wear and tear will be billed to your account upon departure. (Please note that it is not our intention to charge for small breakages such as the replacement of a broken glass).

PERSONAL ITEMS

- No responsibility can be taken for any personal items left on the premises after departure.