

Terms & Conditions

Thank you for choosing to book your accommodation with Mission Beach Property.
Please ensure you read the information below to ensure your stay is an enjoyable one.

All bookings are accepted on the basis that you have read, understood and agree to abide, and be **bound** by, the following Terms and Conditions. Payment of the Deposit constitutes acceptance of these Terms and Conditions.

Please note; Keys will only be issued once you have agreed to the Terms and Conditions and paid all accommodation/booking fees.

Please contact Todd on above number or email if you require further clarification.

1. The premises are let to you for holiday purposes only for the period stated on the letter of confirmation.
2. Check-in time is not before 2pm on the arrival date and check out time is not later than 10am on departure date unless prior arrangements are made. Early or late checkouts may incur an extra fee.
3. All accommodation must only be used for private/holiday use only and to accommodate the number of guests stated on your booking confirmation. Charges for additional guests will be debited to your Credit Card without further notice. If the amount owing is above the amount held you hereby accept this liability. Exceeding the stated number of guests will result in a termination of booking and you being required to vacate the property immediately without refund.
4. **Strictly** no functions or parties may be conducted at the property under any circumstances. If complaints are received and you are found not to have been respectful of neighbours you will be required to vacate the premises with no further notice or refund.
5. All bookings must be paid in full 30 days prior to arrival. A deposit equal to 25% of the total booking amount must be paid within 48 hours to confirm the booking. Please ensure payments are made within the specified time limits or the booking will be cancelled automatically without notice or liability to you. For bookings of 4 days or less a deposit equal to one night's tariff is required. Bookings made less than 30 days prior to arrival require full payment within 48 hours to confirm the booking
6. A bond payment of \$500 is required at the same time as the outstanding balance of your Booking. It will be credited to your designated payment method once our property has been inspected and deemed left in a similar state to your arrival. We agree to ensure this occurs within 7 working days of your departure. Any damage, loss or expense incurred as a result of your breach of these Terms & Conditions will be charged against the bond. Examples of this include but are not limited to any breakage, damage or excess cleaning requirements, extra guests beyond those declared.

7. We accept payment by the following methods;

- Visa, MasterCard, a surcharge of 1.5% will apply
- Direct deposit into our bank account, our bank details will be advised to you.

8. Cash payments are **NOT** accepted

9. **If you cancel your booking;**

- Cancellations made 30 days or over will result in loss of deposit plus a \$110.00 cancellation fee.
- Cancellations made 29 days or less will receive no refund.
- If the property is rebooked covering the entire period and at the same rates we will refund your deposit less a \$110.00 booking fee.

10. It is recommended that you take out comprehensive travel insurance to cover you for any unforeseen circumstances.

11. If in the unlikely event the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc) then we will inform you immediately and endeavour to obtain suitable alternative accommodation or offer you a full refund for your booking

12. All premises (unless stated on website) are fully self-contained. Personal requisites are not provided. The property is set up with basic toiletries and cleaning supplies to start your holiday with. It is expected that you will need to bring washing powder, detergents, soaps and toilet paper as well as any other cleaning items depending in the length of your stay.

13. All accommodation bookings are accepted on the basis that all occupants treat the property with the same respect as their own home in accordance with these Terms and Conditions. The tenants are responsible for the behaviour and actions of their visitors whilst on the premises.

14. A professional clean will be carried out upon check out and the cost is included in your total booking amount. Mid-stay cleans & a change of linen are available upon request and do incur additional fees. If your stay is 10-14 days a free linen change will be provided midway through the booking. If your stay is 14 days or over a free weekly linen change will be included. If a property is found to be left in an unreasonable state at check out, there may be excess cleaning charges involved. This will be determined on a case to case basis and you will be notified if excess cleaning is required.

15. Whilst you are in occupation, you are fully responsible for all breakages and damage caused to the property, its furniture fittings, or any consequent loss suffered by the Property Owner/Agent. Any such breakages, damage or loss must be reported IMMEDIATELY to the Agent and either replaced to the satisfaction of the Property Owner/Agent, or paid for prior to departure. Failure to comply with this condition will result in a debit of any such costs and expenses to your credit card or security deposit without further notice.
16. As per local health regulations **NO PETS** are allowed at the property.
17. There is **strictly no smoking** inside any of Mission Beach Property holiday homes. If there is evidence of such including a smoke odour you will be charged a fee of \$500.00 to cover the cleaning of curtains, carpets and air-conditioning sterilization.
18. There are to be **NO** Caravans, Camper Trailers, Tents parked on or near the property. If this is not abided by immediate eviction will occur with no refund given.
19. Every effort is made to keep our homes well maintained for you to enjoy. In the unlikely event that there is an appliance break down, electrical malfunction, excess water due to storms or any breakage due to natural wear & tear we will make every possible effort to rectify the issue. Mission Beach often has limited access to tradespeople so in this instance we appreciate your patience and cooperation. Mission beach property accepts no responsibility for any inconvenience that might be occurred by and as such claims for compensation for unexpected problems will not be considered. Please call Todd immediately if any issues arise. If it is outside of normal hours leave a message as phones are checked regularly.
20. Please remember to take your personal property and belongings with you upon your departure as the Property Owner/Agent accept no responsibility whatsoever for any such items left behind. Where there are security doors you are advised to lock up when you are not in the premises.
21. Please be advised that Mission Beach Property and the property owner will not be responsible or held liable for;
- Any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused whilst I/we are in occupancy of the accommodation due to my/our failure to comply with the Term and Conditions or House Rules;
 - Any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused due to negligence on my/our /their part.
 - Any injury or loss suffered by the occupants, their invitees or guests whatsoever or howsoever caused as a result of insects or wildlife in or around the accommodation site. All occupants are to take specific care at all time and requested not to approach any wildlife under any circumstances.
 - Any noise, disturbance or inconvenience caused as a result of renovation/building/road works being carried out in or near the vicinity of the accommodation



TODD HAYLEY
0400 201 614

PO Box 578 MISSION BEACH 4852
todd@missionbeachproperty.com.au | missionbeachproperty.com.au

ACCOMMODATION & PROPERTY MANAGEMENT

22. Our normal operating hours are 8.30am to 5.30pm Monday to Friday 8.30am to 12.00pm Saturday. Should you require emergency assistance outside these times please call Todd on 0400 201 614.
23. It is hereby agreed that Mission Beach Property provides holiday accommodation booking services only for and on behalf of the property owner. Any property descriptions or advertising materials are to be viewed as a general guide only. Mission Beach Property will not be held responsible or liable for any deficiency in the holiday accommodation or its furniture/fittings.
24. This booking is made in good faith. Mission Beach Property accepts no responsibility for changes made by the owner or a third party deemed to be out of our control.