



# Absolute Alpine Conditions of Occupancy

1. **OCCUPANCY** The premises are let to you the "Primary Guest" for holiday purposes only, for the said period as stipulated on your reservation confirmation. I the Primary Guest acknowledge there is no refund for early departures or cancellations once the holiday rental has been paid.
2. **ACCESS** to the premises will be made available after 3pm on the day of arrival and must be vacated by 10.00am on the day of departure.
3. **SECURITY BOND** The guest agrees to the agent holding an amount of \$500 as a security deposit against a nominated credit card (or \$500 cash), to be released if and when the property has been inspected, and the release is approved by the Housekeeping Supervisor. The Guest acknowledges that charges for damages or missing items upon departure will be deducted from the security deposit. Any excess damages will be invoiced to the Primary Guest.
4. **AGE** – The Primary Guest warrants that they are over 18 years of age and have the authority to enter into this agreement. Proof of age and identification will be required upon check-in with a minimum of one Guest occupying the premise being over the age of 18 years.
5. **HOUSEKEEPING** The Premises are to be left in the condition of initial occupancy. Additional housekeeping fees will be charged for properties left in an unsatisfactory condition, and an additional \$25 fee charged if any used items are not clean and put away. If anyone occupancy exceeds 7 days a Housekeeper will be granted access to the Premises to vacuum, mop, wipe surfaces and bathrooms, mirrors and clean fridges and ovens.
6. **MAINTENANCE** must be reported immediately. The Guest agrees to allow the Agent or their nominee to enter accommodation to arrange necessary repairs. As a remote area, delays can be experienced with limited access to trade personnel and or parts.
7. **PETS** are NOT permitted on the premises. Written approval and consent by the Agent and Principal Owner is required in the event that a pet stay on the premises. Applications must be made prior to the signing of this agreement. Guests will have their stay terminated immediately if a pet is found on a premise without written approval.
8. **NON SMOKING PROPERTIES** All holiday let premises are NON SMOKING. Any evidence of such will incur extra cleaning charges. Please place butts in smoking trays provided. Additional housekeeping fees will be charged for properties left in an unsatisfactory condition.
9. **OVERCROWDING** of properties will result in the immediate termination of your stay and no refunds will be paid. The number of occupants must not exceed the number stated for the property. A policy deemed active by the Snowy River Shire's objective to ensure the safety of residents and tourists visiting the shire. Fire safety, health and amenity issues are a priority in the shire. On the spot fines ranging from \$600 to \$1,500 per person (per person being that number in excess of the DA approved allowance) can be imposed on tenants by Council under the Environmental Planning and Assessment Regulations 2000 (NSW) for breaching conditions of the development consent. If an excess number of guests have been using the property without the agents approval then a fee per guest per stay will become payable as deemed reasonable by the Agent.
10. **DAMAGE CHARGES** All damage, breakages or losses to the property and/or furnishings will be charged to the Primary Guest. An inventory list is provided as a benefit to you. At the end of each stay and during mid stay cleans the contents are checked against the list. Report immediately any items found to be damaged or broken upon your arrival.
11. **LOST KEYS** and safekeeping of property keys are the responsibility of the Guest. A Guest who occupies a premise, who requires a key from the Agent or his representative after office hours will be charged a service fee of \$40.00. If keys are lost, locks must be changed and the Guest will be responsible for reimbursement to the Agent.
12. **"CALL OUTS"** I the Guest acknowledge that residential premises in the Snowy Mountains have standard hot water systems and electrical circuit boards. Hot water can run out quickly in this cold environment, and using too many electrical items, including heaters at the same time can trip an electrical circuit. "Call out's" to assess or fix issues as such, will incur a "call out" fee charge to my credit card security. If the issue is the result of a faulty appliance or short circuit the Agent will attend to the repair as soon as possible.
13. **NEIGHBOURS** No person on the premises shall be guilty of conduct that is a nuisance to the adjoining neighbouring occupiers.
14. **SALE** In the event of the property being offered for sale, the Guest agrees to allow the Principal or their Agent to inspect the property with prospective purchasers during reasonable hours by appointment.
15. **LIABILITY** Under no circumstances will the Agent or Principal be held responsible for adverse conditions beyond its control. ie. In the event of, but not limited to; power shortages, sewer blockages, transport or access problems caused by extreme weather events, domestic waste removal, trespassing, noise etc.
16. **LATE DEPARTURE PENALTY** I the Guest acknowledge that the premises must be vacated and the key(s) returned to the said point of return by 10am on the day of departure. Failure to comply with the above will incur a charge of an extra days rental. I the Guest understand that the removal of personal possessions will be with due care and that no claim shall be made for accidental loss or damage.
17. **BREACH** of the any of the above conditions will result in the immediate termination of your stay. Any costs associated with any repair, excess cleaning or loss of income as a result of a guest's or visitor's actions, negligence or misconduct will be recovered from the primary Guest.

## Credit Card Details:

Card Number: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Expiry: \_\_\_\_ / \_\_\_\_

Name on Card: \_\_\_\_\_ CardType: MasterCard / VISA

I/we the below signed tenant(s) understand and agree to the terms and conditions stated herein. I/we acknowledge that the provision of Credit Card details constitutes a bond between Absolute Alpine and ourselves, and that these details will be destroyed upon completion of a housekeeping inspection after check out.

Guest Name: \_\_\_\_\_ Booking Reference: # \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_