

HOLIDAY ACCOMODATION

MANAGEMENT PLAN

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1. LOCATION

The property situated at 56 Karrakatta Rd Goode Beach, is within the area identified as the "Preferred Area for Holiday Accomodation".

It's proximity to many of Albany's key tourist attractions including the Torndirrup National Park, Whaling Station, The Gap lookout and beautiful beaches of Goode Beach and Frenchman's Bay make the property ideal for Tourists wishing to explore Albany and its surrounding areas or attend an event in Albany.

The property is situated at the end of a quiet road that facilitates safe, efficient and pleasant walking, cycling and driving. It is within easy cycling distance of beautiful local attractions.

2. PROPERTY MANAGEMENT

The Property is managed by Private Properties Management who reside at 16 Griffin Drive Dunsborough WA 6281. Locally the Property will be managed by Southern Concierge Services – Ulster Rd Albany. Contact Cathie mobile – 0401171542

The Managers will, at all times maintain a register of all people who utilise the holiday accommodation during the year and ensure that the maximum stay for any one person within the holiday accommodation is 3 months within any 12 month period.

Management will meet guests at the property to ensure guests are settled in. When late arrivals (after 6 pm) is expected, the code to the front door will be provided to the preferred contact number of the guest at the time of booking.

3. TERMS AND CONDITIONS OF OCCUPANCY

3.1 – Definitions

'Booking' means the period which a guest has paid to stay at the property means 56 Karrakatta Rd Goode Beach and all of its fixtures, fittings and equipment.

'Management' means the owners and Managers of the Property.

'Guests' means the persons who stay overnight in the Property during the

'Visitor' means a person a Guest permits to visit the Property during the

Booking

'Infant' means a baby under 12 months of age.

3.2 Acceptance

- A) Payment of the deposit constitutes acceptance of the terms and conditions
- B) Check-in time is not before 2pm on the arrival date and check out time is not later than 10 am on the departure date
- C) Late departure is subject to prior arrangement and availability and extra charges may apply
- D) Guests must notify Management of expected arrival time and a mobile contact number at least 10 days before arrival.
- E) Check in/ check out and key collection/ return procedure will be notified.

3.3 Payment

- A) A non- refundable deposit will be taken from the guest's credit card at the time of making the booking
- B) Payment in full must be received no later than 30 days prior to the arrival (non refundable)
- C) Payments to the amount due must be received in Australian dollars \$ net of any bank or other transaction charges.
- D) Please ensure all payments are made within the specified time limits or the booking will be cancelled automatically without notice or liability to you
- E) We accept payment by the following methods, VISA, MASTERCARD, Direct Deposit into our bank accoun, bank cheque or money order.
- F) Our bank account details will be listed on your invoice should you prefer to pay via bank transfer.

3.4 Cancellation or Variation

In the event of a change or cancellation of a Booking, Management should be contacted immediately.

- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the booking in respect of those nights
- A variation of the booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests
- An administration charge of \$ 100 will be charged for any variation or cancellation.

3.5 Minimum night's stay policy

We have a minimum night/s stay policy of 3 nights. No refund will be made for a variation to the extent that it breaches our minimum night's stay policy.

3.6 Security Bond

A bond payment is required one week prior to your arrival, this will b debited from your credit card. It will refunded once the 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 by Management as a result of your breach of these terms and conditions will be charged against the bond. Should the bond be insufficient to cover these costs we reserve the right to charge your supplied credit card. Examples of this include but are not limited to any breakage, damage or excess cleaning requirements, extra guests beyond those declared, excessive noise, partying or smoking indoors.

3.7. UNAVAILABILITY

If the property becomes unavailable due to unforeseen circumstances (e.g fire, storm, damage etc) Management will inform you immediately and any money's paid will be refunded in full.

3.8 LINEN, TOWELS AND SERVICING

Linen, pillows, blankets and towels are supplied. Upon departure, linen must be left where supplied in the bedrooms or bathroom. Additional linen may be hired by contacting management. Beach Towels are not included.

The property is not serviced, but cleaning and linen changes can be arranged upon request at an additional charge.

3.9 GENERAL CONDITIONS

- A) Guests must comply with all applicable House Rules and all instructions from Management concerning occupancy, property, health, safety and quiet enjoyment of the property and our neighbours
- B) Guests are responsible for damage and breakages and loss of the property and any part of it during their stay. You must notify us of this immediately. Management may recover from you a repair or replacement cost.
- C) -Only the guests nominated and agreed in the booking may stay in the property overnight. If any other guests stay, extra charges may apply or the agreement may be terminated without refund.
- D) The primary booker must be over 25 years of age.
- E) Disturbane to our neighbours, including excessive noise is prohibited and may result in termination and eviction without refund and extra charges may be made for security and expenses.
- F) Before departure, all food must be removed from fridges, all rubbish put in the appropriate council bins provided and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.

- G) Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, emptying the fridge, removal of excessive rubbish. Etc. Should the cleaning fee be more than the usual cost for cleaning the property, the additional costs will be deducted from the security bond.
- H) All furniture and furnishings must be left in the position they were in when you arrived.
- I) The property should be vacated on time and secured. All windows and doors are to be locked. All keys must be returned to Management or as otherwise directed
- J) You are responsible for the safekeeping and replacement of accomodation keys. Duplicate keys can be provided for an additional cost of \$50
- K) Smoking is not permitted indoors.

4.1. CODE OF CONDUCT FOR GUESTS AND VISITORS

GENERAL REQUIREMENTS

- A) Guest and visitors must comply with all house rules, by laws and instruction from management during their stay; and
- B) Guests must notify the Manager of any disputes or complaints from neighbours as soon as is practical.

4.2 NUMBER OF GUESTS

A Maximum 10 people may sleep at the property at any time.

4.3 NOISE AND RESIDENTIAL AMENITY

- A) Guests and visitors must not create noise which is offensive to occupiers of neighbouring properties between the hours of 10 pm and 8 am. And during arrival and departure at any time throughout the occupancy.
- B) Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses which may be deducted from the security deposit or bond under the terms and conditions.
- C) Guests and visitors must not engage in anti-social behavior and must minimise their impact upon the residential amenity of neighbours and local community.

4.4 VISITORS

- A) Guests are responsible for ensuring the limits set on visitor numbers is complied with at all times
- B) Guests are responsible for ensuring that visitors comply with this. Code of conduct.

4.5 GATHERINGS AND FUNCTIONS

- A) The property is not a "Party House' and any such activities, including parties and functions are strictly prohibited.
- B) Any use of the property must not conflict with residential amenity.

4.6. PARKING

Guests and Visitors are to comply with all parking regulations and other requirements set out below.

All vehicles to be parked within the designated parking bays on the property. No parking on the grass or verge. No double parking in the driveway as this will block fire evacuation pathways.

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- 5 CODE OF CONDUCT FOR GUESTS AND VISITORS
- **6 EMERGENCY RESPONSE PLAN**