



EAST ARNHEM
REAL ESTATE
Remote Housing Specialists

TERMS & CONDITIONS - SHORT TERM ACCOMMODATION

We ask all guests to read these Terms & Conditions carefully. By booking or staying at our accommodation, you agree to the following:

General Conditions

- Information provided online or by phone/agent/post is given in good faith. No responsibility is accepted for misrepresentation. More details are available on request.
- The property must not be used for unlawful purposes. Disturbances (e.g. excessive noise) are prohibited and may result in your stay being terminated with no refund.
- The Owner/Manager takes no responsibility for loss, damage, injury, or death, to the maximum extent permitted by law.
- Parking is provided only in designated areas. Sleeping in vehicles, campervans, caravans, tents, or similar on-site is not allowed.
- No pets are permitted under any circumstances.
- Report any problems or damage immediately, not at check-out. Limited local services mean repairs may not be immediate.
- Guests are responsible for any damage caused by themselves or their visitors.
- No refunds will be given for events beyond our control (e.g. power outages, storms, flooding).
- The Manager may inspect the property at any time with notice, or without notice if a breach is suspected.

Bookings & Payments

- Bookings are confirmed once payment is received.
- All charges must be paid in full prior to arrival, unless otherwise arranged.
- Payment methods: Credit Card (2.2% fee) or Direct Debit (EFT). Cheques are not accepted.
- A 30% deposit is required to secure a booking. Full payment is required if arrival is within 30 days.
- We do not "hold" properties without a deposit.
- Wallaby Beach Only: Minimum stay: 2 nights. A 1-night stay may be approved at management's discretion (surcharge applies).
- A security bond may be applied if deemed necessary. Guests authorise the Manager to charge for any loss or damage.
- Any change requests must be approved by the Manager - East Arnhem Real Estate. All changes must be sent to admin@eare.com.au or phoned through to (08) 8987 2209.
- Every effort to ensure the property is available as booked. However, the Owner and/or Manager reserve the right to make alterations to bookings due to unforeseen circumstances.
- If the occupancy ends or is terminated, the guest must immediately vacate. The Manager is authorised to do whatever is required to enforce the eviction of any guest and/or removal of guest property.

Check-In, Check-Out & Keys:

- Check-in: From 2:00 pm onwards
- Check-out: By 10:00 am
- Late departures without approval will incur extra charges.
- Keys are provided via a lockbox. Access codes will be sent 2 days before arrival and again on the day of check-in.
- Lost keys: \$350 replacement fee.
- Lockouts or lost keys requiring after-hours assistance: \$350 call-out fee.
- **After Hours Emergency & Maintenance: East Arnhem Real Estate 08 8987 2209** which will divert to the Manager on call.
- After Hours is considered anytime outside of normal hours (Monday - Friday 8:00 am - 5:00 pm). Weekends and Public Holidays.
- Guests must leave the property in a clean and tidy condition similar to arrival.
- Cleaning Fee: If the property is left in an unreasonable condition at check-out, a fee equal to one night's stay will be charged to the card on file.

Cancellations & Variations

All monies paid, including bookings where initial deposit has been paid or bookings where full payment has been made, and where guest elects to cancel their booking, the following policy will apply:

- 14 days or less before arrival: All funds non-refundable.
- 15–29 days before arrival: 50% refund.
- 30+ days before arrival: Fully refundable.
- Multiple change requests may incur a \$25 admin fee per request.
- We may cancel a booking if the group is unsuitable, or if Terms & Conditions are breached. No refunds will be issued in these cases.
- Reducing your stay after arrival will not result in a refund.

Guest Responsibilities:

- The person booking is responsible for ensuring all guests are aware of and follow these Terms & Conditions.
- Guests are fully responsible for all breakages, damages, or losses during their stay.
- All fixtures and appliances are assumed to be in good working order at check-in. Any issues must be reported immediately, otherwise damages will be deemed your responsibility.
- All incidents (damage, disturbance, theft, etc.) must be reported to East Arnhem Real Estate.
- Smoking is strictly prohibited indoors. Breaches will incur a \$200 + GST cleaning fee.
- Maximum occupancy must not be exceeded. Overcrowding will result in eviction with no refund.
- Locked cupboards or storerooms are for Owner use only. Tampering will result in charges and possible legal action.
- Payment of any monies (deposit or full) confirms your acceptance of these Terms & Conditions.
- Guests must respect quiet enjoyment of the property between 7:00am – 10:00pm daily.
- Children & Supervision: Guests are responsible for supervising children.

Agreement:

- By making a reservation, request, or booking, you confirm that you accept and agree to these Terms & Conditions.

ANY RESERVATION, QUOTATION, OR BOOKING REQUEST FROM YOU CONSTITUTES YOUR ACCEPTANCE OF THE TERMS.