

## **Terms & Conditions / House Rules**

Our house rules are in place for the benefit of all guests, to ensure the property is looked after and to help avoid any action that may result in damage to the property and loss of your security bond. Please consider all house rules when deciding if this property is right for you.

1. Please note that a \$800 security deposit which will be fully refunded 7 days after check out will be deducted from your card to protect the host against fraudulent bookings/scams and damages. This will be sent in a confirmation email which will need to be filled in and signed which includes photo ID.
2. The accommodation is let to the person stated on the booking for the purposes of holiday rental for the period specified in the booking confirmation. Failure to adhere to the terms and conditions can result in the termination of the booking with no refund.
3. Check-in time is 2pm on the day of arrival. The premises must be vacated by 10.00am on the day of departure. The purpose of these strict times is to allow the necessary time to clean the premises. Please consider your fellow incoming/outgoing holiday occupants.
4. The maximum number of persons permitted to occupy the property is six (6). All guests regardless of age must be included in the number of guests on your booking. The property owner reserves the right to terminate your short stay agreement immediately with no refund if more guests are found to be occupying the premises. Heavy council fines may also apply.
5. Subletting is strictly prohibited.
6. Pets are NOT allowed.
7. Functions, parties, gatherings, excessive loud music and smoking on the premises are strictly not allowed. Your short term agreement will be terminated immediately if you cause nuisance or annoyance to neighbours or are found to be hosting a function or party.
8. Smoking is NOT allowed inside the property.
9. No eating or drinking in the bedroom.
10. Departure day: The property is to be left in a clean and tidy state.
11. Before you depart, please ensure you have:
  - turned off the fireplace, lights off, all windows and doors closed and locked
  - removed all garbage from all rooms and garbage placed in council bins at the back of the garage
  - everything used in the kitchen has been washed and returned to its place in the drawers/cupboards (including the dishwasher cleaned and unpacked)
  - removed everything from the fridge
  - if the coffee machine was used, please clean and discard the used pods
  - the house is left tidy and all furniture in the original position
12. Hamptons House on Hunter participates in the NSW Code of Conduct for the Short-term rental accommodation industry.
13. Guests who are registered on the NSW Office of Fair Trading Guest Exclusion Register must not book or stay at Hamptons House on Hunter. It is your responsibility to ensure no members of your party are named on the Exclusion Register.
14. The owner takes no responsibility for any guest's personal property. All guests are responsible for keeping the property secure during their stay and when vacating the property. Any theft and/or damage shall be the sole responsibility of the guest.
15. The Security Bond covers cleaning outside normal requirements, damage, breakages, loss of property, lost keys, late departure, exceeding the occupancy on your booking, breaking any rules of this agreement. No Bond / signed Rental Agreement, no property access – no exceptions.
16. You are required to provide us with a copy of your photo ID and a credit card in the name of the registered guest.
17. You are required to allow repair and or service personnel to enter the premises for the purpose of conducting any repair or service deemed necessary during your stay.
18. In the event of renovation/building work carried out near the premises, such work is beyond our control and we cannot accept responsibility for any disturbance, noise or inconvenience you may suffer as a result. No compensation will be negotiated.
19. If you or any member of your group is unable to travel on your booked dates due to illness (including Covid-19), there is no refund, no credit and no offer to move dates. Therefore, we strongly suggest you have travel insurance – more information below. If the property can be resold for your booked dates, a partial refund may apply at the owner's discretion.
20. You may wish to take out travel insurance if you wish to protect yourself from loss of monies paid in the event of any unforeseen circumstances that may prevent you from travelling to Hamptons House on Hunter for your booked dates or illness/personal injury during your stay. There are some travel insurance policies that cover you for some COVID related reasons and we strongly recommend you research one of these policies as soon as you have made your booking. We do not recommend any policy in particular or offer advice. Ultimately, the decision whether to take out travel insurance is your own, including the policy you select and any consequence as a result of this decision. All terms and conditions of your booking will be upheld and are not negotiable.
21. ***Most importantly, we hope you enjoy your stay and we look forward to hearing all about it. If we can help in anyway during your stay, please do not hesitate to get in contact.***