



TERMS & CONDITIONS

To maintain a high standard for all our guests we require certain conditions to be complied with. By making a reservation at any of Carpe Diem South's property's you are deemed to have accepted our Terms & Conditions.

Carpe Diem South's **Terms and Conditions** must also be read in conjunction with the City of Busselton's **Code of Conduct** and **Conditions of Registration** which requires holiday homeowners to provide a copy to all occupants prior to commencement of stay. These can be found on our website at www.carpediemsouth.com.au.

1. Check-in time is after 3pm

The property is self-check-in. You will be provided with details of the location of the lockbox containing keys, this will be emailed the week before your arrival.

2. Check-out time is 10am

Late check outs can be requested in advance and is subject to availability.

If cleaners are required to wait a late checkout fee will be charged of \$15 for every 15 minutes of wait time, this will be deducted from the security deposit.

3. Keys & remotes

All keys and remotes are to be placed back in the same location as collected. Keys obtained from the lockbox are to be returned to the lockbox upon departure and the spare set of keys inside the house to be placed back into the same location.

4. Refundable Deposit

A \$500 refundable security deposit is payable at the same time as the reservation payment. The security deposit will be refunded within 7 days subject to the Terms & Conditions being met. It is designed to cover any additional costs incurred including but not limited to any breakage, damage, excess cleaning requirements, extra guests beyond those declared, etc.

5. Disturbance and Termination

Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination of reservation and loss of the security deposit.

Parties and functions are strictly prohibited.

Strictly NO SCHOOL LEAVERS

6. Number of guests

Guests should not exceed the number stated on the reservation confirmation or agreed to in writing. The property must be contacted to advise of all additional guests staying above the booking reservation.

7. Condition of property

Upon arrival guests should inspect the property for any damages, faults or if the property was not in a satisfactory condition upon arrival and report these immediately by texting or calling 0403 346 348. The home should be left in a similar state to its condition on arrival. Damage, breakages, theft, and loss are the guest's responsibility during their stay.



8. Departure

On departure all dirty dishes are to be put into the dishwasher and the dishwasher cycle started. Bed linen is to remain on beds, and bathroom towels to be left hanging up on rails in bathroom.

9. Cancellations

- No charge for cancellations made 14 days before arrival.
- Cancellations made 14 days before arrival will incur a cancellation fee of 50% of the total reservation price.
- Guests will be charged the total reservation amount if the reservation is cancelled on the day, or they are a no show.

10. Smoking and pets

Strictly NO SMOKING and NO PETS allowed inside or outside the property. Guests found to be smoking at the property including the removal of cigarette butts from the verge or garden areas will automatically forfeit their refundable security deposit.

11. Council Bin collection

Waste bin collection days are Tuesdays (early morning). Guests are required to take bins out for collection whilst staying or departing on the day (Monday) before collection. Bins are not to be left empty out on the curb side; these are to be returned to the same location stored.

12. Personal property

The owner takes no responsibility for loss or damage to guest's personal property.

13. Loss of keys and remotes

It is the guest's responsibility to ensure all keys and remotes are returned back and left in the same location they were found. Loss of any of these items will incur a minimum fee of \$45 per item to a maximum amount as is to the cost of replacement. This will be deducted from the security deposit.