

# ***What You Need To Know***

BEFORE ARRIVAL – The balance of the booking is to be paid. The Guest Registration Form must be completed and returned to our office before arrival.

ON ARRIVAL - You must have a credit card with you to be used as a holding bond. Please supply the agent with your credit card number on or before arrival. If you do not have a credit card number please contact the agent before your arrival.

COLLECTION OF KEYS — If you arrive after hours, keys will be in the electrical meter box at our office, in an envelope with just your surname on the front. Please make sure you know the address of the property.  
ALL MONIES MUST BE PAID IN FULL AND BOND, IF APPLICABLE, OR KEYS WILL NOT BE LEFT OUT.

LINEN — You must bring your own linen, pillowcases, towels and tea towels. Owners will supply blankets and quilts for beds. You will also need to supply toilet paper, soap & dishwashing liquid. (The owners may have a small supply only of these items).

CANCELLATIONS — A cancellation fee of 50% of the total booking fee will apply to all cancellations, unless the property is rebooked for the entire period. A \$50.00 administration fee will apply to all cancellations. We cannot guarantee satisfaction of properties over the phone or via the internet. If a property is not suitable, alternative accommodation will not be available. Tenants are advised to inspect the property prior to booking, preferably on a weekday as properties may not be available for inspection on weekends . Please contact our office to make an appointment for any such inspections.

STRICTLY NO PETS are allowed at the properties.

PENALTY FEE — A \$50.00 per hour Penalty fee may be charged for late check outs unless prior arrangement has been made with our office.