

Homes Down Under: Terms and Conditions of Rental

We have found that over time there are a number of rental issues that perhaps wouldn't arise if more information were provided concerning what services we provide and of what's expected in our homes. Our terms and conditions now consist of many pages and it is hoped that this clarity is helpful for our guests. Many of the terms and conditions may seem a little harsh or out of place but if you give it some thought, you can appreciate that we get guests across an entire spectrum of different backgrounds. What may seem acceptable to one person may be offensive to another. As such we have attempted to explain our terms and conditions by referring to actual occurrences that we have experienced. We are attempting to cover as many issues as possible and perhaps stop issues from happening in the future. We are fair and reasonable people and request that our guests who stay with us behave in a fair and reasonable manner.

The majority of our guests are the most wonderful, friendly, helpful and considerate people. But like everything in life, there are always exceptions. These terms and conditions are in a large part aimed at those who are not considerate and who do not "play fair" so to speak. As an example: Our homes are restored to their pre guest condition (and cleaned) before the new guests arrive and this may take two people around 3 to 4 hours depending upon the size of the property. On one occasion it took 12 hours! This was therefore not a "standard clean" and the cleaners passed on the additional fees. The offending guest refused to pay the additional cleaning fees on the grounds that we knew that there were young children staying at the house, and that the condition that they left out home was therefore to be expected. It is not "fair and reasonable" to have to clean and repaint every wall and door in a freshly painted home and it is expected that guests have respect for a well-equipped and presented home. It is also not acceptable for our pet friendly rentals (only some homes are pet negotiable) to be abused and for pet hair to be found in bedrooms and property damage to occur.

By providing our guests with detailed terms and conditions we believe that telling you up front what we expect will lesson any confusion or possible conflict. This ensures that our guests are guaranteed clean, quality homes with all amenities. It also ensures that our guests are told beforehand what steps we will take to put our homes back into the condition they were in on the day that they moved in. If you fall into the category of having poor living standards and you don't want to sort out the mess before leaving, then perhaps it's best not to book with us. If you book for 4 persons but plan to have multiple people sleeping on blow up mattresses our homes are not suitable.

Arrival and Departure:

For incoming guests, the properties are available from 16:00 on the day of your booking but we will contact you if they are ready sooner.

For those guests leaving, the property is to be vacated by 10.00am on the morning of your departure. This includes all luggage and belongings.

We are aware that this is not always that easy when children have to be taken to school, one partner may be at work, and multiple trips to the new house with cases and belongings are necessary.

However,...there may be guests who are arrived on a morning flight who are waiting to get access and your delay has a ripple effect for their access.

It is very common for incoming guests to be arriving on the same day as guests who are leaving. Arrival and departure times have to be strictly adhered to unless arrangements have been made with us

beforehand. We may only have a few hours turn-around time between leaving and arriving guests and for the larger homes this is a very short time even with 3 or 4 people in a cleaning and maintenance team. There may also be damage, maintenance, swimming pools, barbies etc to sort out in this short period and any delay does cause a real problem for new guests.

If you require immediate access to the property (straight from the airport) it may be best to book the day before your arrival (at half price) to ensure that you get immediate access. This will ensure that you are not killing time waiting for the property to be cleaned. It also means that I can get the property cleaned for you and any maintenance sorted out before you arrive. It is unfortunately not possible for guests to wait at the property for the cleaners to finish as this pressure in the past caused them to miss something which then led to a complaint. It is also not possible for you to drop your luggage. There is limited storage space at some properties and your luggage needs to be checked for missing items after your flight.

Failure to vacate on time may cause inconvenience for the next arriving guests who often arrive at the airport on morning flights. If you delay our contracted cleaners, we have no option than to pass on the additional cleaning charges. Labour costs are expensive in Australia and if the cleaners waste time waiting to get access to clean a home, this is still time that has to be paid for.

An excessive departure time may incur an additional one-day accommodation charge. We have had situations where guests vacate the property in the evening after returning from work. This is not acceptable and would incur the additional 1 day rental charge.

New guests often use their time to go to banks, Medicare, and the drivers licence centre in the time period between 10:00 and 16:00 and sort out their essential admin.

Please do not arrive at the property before 16:00. (unless by prior arrangement). This includes any request to drop off your luggage. Luggage may be an obstruction and there are issues around security. It is best to check your luggage contents after your flight and although our properties are safe and secure it is advisable to keep your luggage in your possession until you have checked it...especially important from certain countries where baggage content theft may be common.

Arriving at the property early also puts pressure upon those restoring the property and causes them considerable delay.

It really is advisable to book the day before and then immediate entry to the property is guaranteed.

Rental Payment and Property Restoration

Your booking can be secured with a \$1000 deposit. This payment secures your booking until the arrival of the 90 day first payment period. It does not guarantee your stay if your rental payment is not made on time.

The balance of the payment is then split with 50% of the rental payable at 90 days before your arrival and 50% at 45 days before your arrival. Your \$1000 is fully refundable up to 90 days before your arrival if your plans do change. If we do not receive payment at the 90-day period, we will contact you. Failure to obtain payment will result in our calendar being opened and another booking being taken for your dates. We will try everything possible to contact you but there has been occasion where guests were still actively looking for a property elsewhere with no intention of making the payment until the very last moment.

There is also an \$800 security / damages deposit that covers additional cleaning charges (if necessary) and any loss / damage during your stay.

The property restoration / clean will be carried out by local cleaners and the cost of this service will depend upon the size of the property.

The following restoration / cleaning charges are applicable:

Garden Cottage: (1 bedroomed cottage) \$90 based upon 2 persons for 1.5 hours at \$30 per hour.

Tobies Place: (1 bedroomed cottage) \$90 based upon 2 persons for 1.5 hours at \$30 per hour.
Garden Cottage: (1 bedroomed cottage) \$90 based upon 2 persons for 1.5 hours at \$30 per hour.
Riverview: (2 bedroomed cottage) \$150 based upon two persons for 2.5 hours at \$30 per hour.
Christies: (2 bedroomed cottage) \$150 based upon two persons for 2.5 hours at \$30 per hour.
Seaview: (3 bedroomed house) \$180 based upon two persons for 3 hours at \$30 per hour.
Boomerang ((3 bedroomed house) \$180 based upon two persons for 3 hours at \$30 per hour.
Billabong: (4 bedroomed house) \$180 based upon two persons for 3 hours at \$30 per hour.
Oceanview: (5 bedroomed house) \$240 based upon two persons for 4 hours at \$30 per hour.

To give a little insight to the above charges: We obtained quotations from local cleaning companies so that the restoration / clean could be contracted out. Their quotations were an eye opener for us. We have three 900 mm ovens in our different homes. They quoted \$100 just to clean an oven! The quotation for a clean of our Boomerang House (in Feb 2012) was \$670 and Oceanview's was \$940! We employ local cleaners who charge \$30 per hour and it's not possible for us to absorb additional hourly costs and to be out of pocket every time there's a change of guests.

The above charges are a minimum charge. On a few occasions we have encountered extremely filthy conditions and the additional charge handed to us by the cleaners has to be passed on to you. In the homes that are pet friendly an additional \$100 to \$200 (pet dependent) per pet per stay is payable. Please enquire for suitable pet friendly properties to discuss what pets you may have.

A linen hire fee of \$10 per person per stay is also payable.

Any damages / repairs / replacements will be deducted from your deposit before the balance is transferred back to you (within 21 days). If there are repairs / replacements to take care of the security deposit refund may be delayed but we will always try to refund you as soon as possible.

Long-term rental:

For long- term rental periods we require the first 12- week period to be paid in full. We then require monthly payments that commence upon your arrival to ensure that payments are always 12 weeks in advance. This provides sufficient time to secure alternate bookings should you break your lease and move early. A long-term rental will guarantee that you will receive a discount for your stay. The longer-term discounted stay will be the normal rate for the first half of your stay and then your discounted rate will be for the remainder of your stay.

Example: You book for 16 weeks. The rate is discounted from \$750 to \$600 for your stay. (Total of 16 x \$750 would have been \$12000. Discounted rate would be 16 x \$600 = \$9600. Your rental will be \$750 for the first 8 weeks of your stay = \$6000 and the last 8 weeks of your stay would be the balance of \$3600 which would be \$450 per week.

We have had a few occasions where guests book, get a discounted rate but then move after a shorter period thereby obtaining a large discount for a short stay!

It is very common for new migrants to change their plans. Due to the nature of the short term furnished rental business it is often impossible to fill vacated properties at short notice. It is therefore necessary to always have a long period with which to work with to try to assist guests to get some financial return when their plans do change. A 45-day period is a reasonable period if you decide to reduce your stay before arriving. I get many requests for the same properties. If you decide to move early we need plenty of time to try to get another booking so that you can be refunded your rental that you have paid in advance. We do not refund you if break your lease and move early and you have paid in advance. It is likely that we will have turned down many booking enquiries for your dates and your decision to move into a furnished rental before the end of your lease with us does not entitle you to any refund. We will do everything possible to relet the property to suitable guests but we cannot guarantee that you will be refunded for any period remaining on your broken lease. If you decide to move early you take the chance that someone will book for your broken lease period thereby ensuring that you receive a refund. In Summer you shouldn't have too much of a problem (depending upon how much notice was provided) but in Winter there are less migrants arriving and far less holidaymakers and it is

possible that the property may stay unbooked for the entire period. A rebooking fee of \$150 per new guest is applicable to cover administration, readvertising, rebooking cleaners etc.

For example, if you move 6 weeks early and we relet the property to two groups of different guests the rebooking fee will be 2 x \$150 = \$300. This rebooking fee will be deducted from your security deposit. If the property is relet to 5 different guests during the broken lease period it will result in 5 x \$150.

If you book on a holiday site and cancel your booking the applicable holiday site terms determine whether you will be refunded and what the amount will be.

Shortened bookings will result in the **handover of the keys on the date that you stipulate you will be leaving. You cannot enter the property after your contract has been broken.** Properties will be vacated at 10 to allow time for property restoration. You will not retain the keys and have access to the property. We often get last minute enquiries with guests wanting access the same day and this is impossible if you are still in the property. We can only accept written (and not verbal) details of your amended departure date. The property will be cleaned on your departure date and made ready for last minute enquiries and stays. You do not have property access for internet or other services (washing etc) whatsoever.

We do not automatically refund you for shortened or cancelled stays.

For your peace of mind:

Our business registration (can be checked against the Australian Business Register) and bank account details are:

ACCOUNT NAME:
HOMES DOWN UNDER

Australian Business Number (ABN): 65 261 457 068

AnZ Bank

BSB:015217

Account number: (supplied upon request when booking confirmed)

Swift Code: ANZBAU3M

The address of the bank and branch is: AnZ Colonnades, Shop 58 to 59, Centro Colonnades, Beach Road, Noarlunga Centre, Adelaide, 5168.

The transfer takes about 4 days and a confirmation letter is sent from the bank confirming your transfer. (Total 10 days). I will send you a receipt for your payment. Once your full payment is received I will send you a short-term lease from the South Australian Office of Business and Consumer Affairs.

Payment can be made by means of local or international bank transfer.

We also accept payment via Pay Pal, Debit and Credit cards. If you chose to pay by means of Paypal the 3.4% charge will be added to your rental charge. We also accept payment through Western Union money transfer.

Credit card payments are processed through Paypal.

Bank transfer fees are for your account and any shortfall will be deducted from your security deposit.

We recommend using money transfer specialists such as Moneycorp.

Refund Policy:

We recommend that guests take out comprehensive travel and accommodation cancellation insurance.

It is crucial that we maintain sufficient occupancies to cover our costs. A late cancellation would often provide insufficient time to let our home to other guests. Our home may have been booked out on our calendar for many months in advance and we may have turned down many other booking requests in the period after accepting your booking.

Your arrival may be delayed due to personal factors such as illness, accidents or events outside your control such as an airline strike or airport shutdown. The cancellation may be due to natural events outside your control (a volcanic eruption that closes airports, and illness or injury to you or another family member, or a flood that disrupts your plans.)

We are unable to insure against your failure to arrive and cannot refund you for a cancelled or delayed booking. Please insure yourself against the possibility that you may need to cancel your booking!

Should it be necessary for you to cancel your booking the following conditions will be applicable:

Should you cancel your booking 8 to 12 weeks prior to your arrival you will forfeit 50% of the total rental charge. (At 8 weeks there is a very real possibility that we will suffer financial loss if we cannot re let the property).

Should you cancel your booking between 6 and 8 weeks prior to your arrival you will forfeit 75% of the total rental charge. (At 6 weeks it is even more difficult to get a replacement booking).

A cancellation within the final 42 days will regrettably result in the loss of the whole booking fee (excluding the security / damages deposit which will be refunded).

Should you fail to pay the full final balance by the due date (45 days prior to arrival) this may result in the cancellation of your booking and the loss of your deposit. At all times we will try to contact you by means of the supplied telephone and e-mail contact details. However, if we do not receive your payment, or reply to our communication, as an absolute last response we reserve the right to cancel the booking, attempt to take alternate bookings, and retain the deposit.

We realise that problems do occur. It is important to PLEASE contact us as soon as possible to discuss issues. We require adequate time to rebook the property. ***It is advisable to take out cancellation insurance cover at the time of your booking as a change of circumstances could cause you a serious financial loss.***

Should you secure alternate accommodation during your stay with us (a long term unfurnished rental for example) we regret that it will not be possible to refund you for rental paid in advance. We cannot provide any refund for an unused rental period whatsoever.

It is also not possible to provide a refund should you change your arrival date. If you move your arrival date it will not be possible for us to relet this period, and you will forfeit such rental whilst the property stands empty.

Our properties are available as a long term let on an "economy rate". This economy rate will be any amount below \$490 per week (depending upon length of stay). If you rent on an "economy rate" this will be stipulated in your correspondence. We do not provide a utility allowance for gas and electricity on the "economy rate" (unless agreed and stipulated beforehand).

Damages / Security Deposit:

Upon your departure the property will be inspected for damage and contents loss. Reasonable wear and tear is acceptable. We have had occurrences where unsupervised children have caused excessive damage to household contents and our garden. **Upon your arrival you should carry out an inspection and report any damage / inventory discrepancies within 48 hours.** The smashing of plant pots, hacking down of plants, breaking tree branches, solar lights, flowers and paving stones

will have to be repaired from your deposit! A young child filled the drain with stones causing a blockage and overflow when the washing machine was used. The plumbing fee was \$260 but these occurrences are rare. Our most frequent repair at our pet friendly properties are damage to flyscreens. If it gets damaged, it gets repaired.

Please do not ask for your deposit to be refunded earlier than the 21 days as some damage is not always obvious and is only discovered and reported by incoming guests. It's those guests who are not "fair and reasonable" that have caused this delay and I do apologise.

If there is damage it can take considerable time to obtain quotations or repair the property damage. (fly screen doors may have to be collected by the company for example). We will attempt to refund your damages / security deposit within 21 days by means of electronic transfer / internet banking or to PayPal or an Australian bank account. Electronic transfer between Australian banks does not incur bank fees and is the recommended method to refund your deposit. PayPal refund is the recommended overseas refund method and this will be made in Australian Dollars. We regret that transfers into overseas bank accounts cannot be made at this time. Any charges applicable for the transfer will be for your account, as we do not pay the refund transfer fees. Due to income tax implications we are not able to refund any deposit in cash.

Contract cleaners clean our homes. If you can please leave our properties as you found them, it will reduce the cleaning time. If you delay the cleaners by not vacating the property at 10:00 they unfortunately charge for their time and this charge will have to be passed on to you. The contracted cleaners will provide me with a bill for their time and I will deduct this from your security deposit if it exceeds the cleaning fee. This is particularly important in pet friendly properties where every hair has to be removed for incoming guests. Barbecues are not included in the restoration / cleaning charge and barbies will incur additional charges if left dirty. If you don't want to clean it after you use it, expect to pay someone else to clean it.

In the unlikely event that we suffer losses due to theft this will have to be reported to the police and the deposit used to replace such items.

Fly screens often get damaged. People walk into them, children poke holes through them and pets sometimes destroy them completely! Damaged fly screens and other repairs will be contracted out to local companies. Their charges to collect / repair on site will be deducted from the security deposit. Please don't insult us and say that "it was like that". It wasn't, as the property was thoroughly checked before your arrival.

Guests should have sufficient all risks insurance to cover their personal belongings. Our insurance does not cover the personal property of guests. A quick phone call to the local RAA will get you instant insurance cover. It is also advisable for guests to take out holiday, injury and medical insurance. We will always assist migrants to register with Medicare. ***If injury or illness should strike it may be necessary to claim from your cancellation insurance cover and it is advisable that you take out adequate cover at the time of your booking.***

We have comprehensive structural and contents insurance at all our properties. However, the excess payable per claim may be as high as \$1000. If an incident does occur that's a result of your negligence (a fire, broken window, reversing into carport roller door etc) you will be liable for the first \$1000 of any damage claim.

In 2012 we had a serious insurance claim caused by negligence: Guests put the wrong washing powder in a front loader washing machine. It produced massive quantities of foam all over the floor and flooded the kitchen. The water ran through to the lounge. The result was an insurance claim for \$1600 to replace the entire lounge and kitchen floor.

In addition to the insurance claim there were charges for removal of the old floor, removal of the furniture and fittings whilst the work was being carried out and also the impact upon incoming guests who had to be re-accommodated.

If guests are unable to occupy the property because of damage that was caused by the guests before them, it may be necessary to pay for alternate accommodation. All these charges would have to be taken from the security / damages deposit and in this instance it highlights that the \$800 security deposit is hopelessly insufficient. Thankfully, this has only happened once!

It is our intention to provide you with an enjoyable stay in a quality home, and the following requirements are to ensure that you and future guests receive the best possible accommodation:

There is a “No Smoking” policy in all our properties. Please do not leave your cigarette butts and packets outside our homes. Flowerpots are not ashtrays. An additional cleaning fee will be charged to remove any filth left inside or in the grounds of our homes.

Shoes are to be taken off at the door at the supplied shoe rack to keep floors and carpets in good condition.

Additional cleaning fees will also be charged to remove nicotine stains and smells inside our homes. We allow pets in 3 our homes but they are not allowed on our furniture, in bedrooms and they are not allowed in carpeted homes. If pets are allowed it will be necessary to fumigate our homes upon your departure to prevent possible problems for future guests. Fumigation will incur an additional charge for all occasions a where pets reside at our properties. Please expect a higher cleaning fee if there is excessive hair and cleaning to be done. Cleaning will be more when pets are allowed as removal of hair, additional laundry charges, and cleaning of walls can take considerable time. Please remove your animal waste wash down exterior areas before your departure.

The additional cleaning fee ranges from \$100 to \$200 per pet over and above any standard property restoration / cleaning fee.

Upon departure please ensure that:

- No damage is done to the residence or its contents, beyond normal wear and tear.
- The renter disposes of all debris, rubbish and discards.
- All bedding is stripped from beds and placed in front of washing machine.
- Pots/Pans/Oven Wear is free from and food stains.
- Any breakages are replaced and reported on departure.
- All keys and remotes are left in an agreed place and are fully correct.
- No linen is stained, lost or damaged. Additional Washing / Dry Cleaning / Replacement charge will occur.
- Personal cooking items like sandwich makers and barbecue are cleaned and ready for use by the incoming guests. (Our cleaners do not clean barbecues. If you choose not to clean the Barbie (it's a horrid job I know!) it will be steam cleaned and a charge will be levied).
- Batteries have not been removed or swapped in any of our remote controls or devices such as smoke alarms
- Light globes have not been removed / replaced / swapped (we have many LED globes which are expensive to purchase...missing globes will be replaced.

Additional Rental Conditions:

Tumble Dryers:

There may be a dryer available in winter (upon request) and you may use an extension cable to plug the dryer into your property supply.

Furniture:

Please do not move any furniture in our homes. Our cleaners are not there to lift lounge suites and beds back to their original location.

It is easy to damage beds and floors by dragging furniture across floors. This is not acceptable and is very difficult to repair. We have had to repair our queen-sized beds due to support legs being broken. Please do not take any furniture outside as damage is caused by exposure to sun and rain. Please do not leave toys outside as they are easily damaged by sun and rain. Damaged toys will have to be replaced at your expense. Covers, blankets, pillows, cushions etc should not be taken from the houses into the pool area at the Christies Beach properties.

We do not provide covers for the sun loungers.

Barbecues are supplied with covers. To protect them they should be recovered after use especially in winter (rain). It would be appreciated if you strap umbrellas during windy weather to prevent them from being damaged.

Items should not be removed from the properties. On one occasion a microwave oven and kettle was taken to a building site. This is not permitted. Please do not borrow any items (vacuums, cutlery, wash baskets, bedding etc) from the houses when you are in transition to your new rental and your container has not yet arrived..

Please do not attempt to clean spills from our furniture or fittings with harsh chemical cleaners.

Many carpet cleaning products cause bleach marks to furniture and carpets. We have professional steam cleaners for mattresses, lounge suites and carpets. All items that are damaged (carpets, lounge furniture, towels, mats etc) will have to be replaced.

If our appliances suffer a breakdown we will try to get the problem fixed as soon as possible. A washing machine broke down and a repair person could only visit 5 days later so we bought another machine and now have a spare. If a fridge breaks down, we cannot replace like with like. We have 4 double door ice / water dispensing fridges but do not have a spare double door ice-dispensing fridge on hand. A backup may be a smaller portable fridge whilst the broken one is being repaired. We have no control over repair time and one repair took 5 weeks for a part to arrive!

Please take out insurance to cover your contents as our homeowner's insurance covers the structure, fixtures and furniture contents but does not cover guest belongings. The contents of the freezer would not be covered for example.

There may be differences between appliances, furniture and contents as shown on any rental websites and our own Homes Down Under web site. Over time there is the need to replace things and a picture of a specific item does not necessarily mean that it is still at the property. This may mean that tv's, fridges, washing machines, dryers lounge furniture, barbecues etc may have been replaced with other models.

Blocked Drains / Blocked washing machine water pumps Plumbing:

If sinks, baths, toilets, showers or drains become blocked please contact a professional. Steve from Hot Water Plumbing services our homes: Tel; 0402404597

If debris is flushed down toilets or items washed down sinks the charges will be for your account. The Tobies place has an eviscerating pump and all material such as nappy liners and sanitary products should be disposed of in a bin and not down the toilet.

(Steve has had to remove stones from a drain, sand from sink traps, haircut hair from shower traps and even a plastic shopping bag from the toilet waste!) Blockages are very easy to avoid. Please throw waste into the bins provided. If a blockage does happen, please avoid the use of drain cleaners as the incorrect use of these products can cause severe damage to the plumbing system.

If the fault is minor such as a leaking tap, then please let us know. Plumbing faults such as dripping taps and leaks are for our account. Leaks from taps are not solved by tightly closing the tap...this damages spindles and inevitably the leak gets worse.

Please do not allow children to leave taps or garden hoses running. All our homes are supplied with rainwater tanks and children at play can waste massive quantities of water.

If washing machines become blocked with hair clips, bottle tops, plastic or any other debris that is placed inside the machine this does not constitute fair wear and tear. A service fee will have to be charged for a call out and repair to clear the obstruction.

All filters are checked before your arrival.

Dishwashers are not garbage disposal units and teabags, bottle tops, rice and spaghetti and large food items should not be placed inside the machines.

Towels / Bed Linen / Covers / Cushions / Chair Covers:

Please do not remove the towels from any property. Our white house towels should not be taken to the beach. We supply separate beach / pool towels.

We charge \$10 per person per stay to cover the hire of linen.

At the Boomerang House and Christies Cottage there are separate bathroom towels and pool towels. There are sufficient pool towels supplied. The pool towels have been clearly marked with indelible markers. These towels are clean but they may have chlorine marks. Guests do not want to use stained or discoloured towels and we try our best to keep towels and linen in perfect condition. The use of chlorine and other chemicals in the swimming pool in combination with their use outside may stain and bleach the towels and household towels are not pool towels.

At the Christies Beach property all chair covers provided for indoor and outside settings should be kept away from the pool area to avoid damage from pool chemicals.

We provide pool loungers (4) but do not supply covers for the pool loungers.

Bathroom towels should therefore never be used as pool towels. Please do not wash items that are not colour fast in the same load as our linen. Discoloured linen will have to be replaced.

Please avoid the use of sunscreen, makeup, oils etc as this causes staining to mattresses and bedding. Please do not remove the towels and take them for mobile hairdressing! Tint cannot be removed from these towels and they will have to be replaced. Our cleaners complete a checklist for every room. This system ensures that everything is clean and tidy and not in a damaged condition when you move in.

Garbage Removal:

Your rubbish will be collected on a weekly basis. There is a single driver in a left hand drive garbage truck. A mechanical arm picks up your dustbin and empties it into the truck. Please do not park in front of the dustbin or the truck will be unable to reach your bin. The driver **WILL NOT** get out and move your bin.

The dustbins at our properties have been clearly marked. Red lids are weekly waste. Yellow lids are 2 weekly recycling and green bins are 4 weekly garden waste.

Please place all your rubbish inside the bins to deter ants and flies.

Rubbish removal is weekly and occurs on Friday morning. Please put your bins out on Thursday evening. The bin **wheels** should face **towards you** and not towards the road. Sufficient space should be left between bins for the mechanical arm to be able to grab the bin without knocking down the neighbouring bin. (the council recommends a half metre). Bins are left side by side (with a space between the bins) **on the kerb**. They should be brought in after garbage collection has occurred. Riverview cottage and Seaview house may put their bins on the paved area on the kerb in front of the house next door if they like as 4 bins on waste and recycling days may block their driveway.

If you place the bin in the wrong place the driver will leave the bin. As recycling bins are only emptied every 2 weeks this will cause an issue with excess garbage accumulating. Please do not place massive amounts of rubbish on the kerb (Christmas for example) as rubbish that is not placed inside a bin will not be removed. Please do not park in front of the bins or the bin truck cannot pull up next to the bin to empty it.

Council rangers may issue fines for rubbish left in the street.

If you are unsure of what bin to put out or where to position your bin...look at your neighbours.

Cameras are fitted to the dirt trucks so please avoid putting the wrong rubbish in the wrong bin. If you miss the rubbish removal day and your move is before the next collection it will be necessary for you to take your rubbish to the local collection site. It is not acceptable for new guests to have to deal with previous guests excess garbage. This will also be the case if you purchase any item that has packaging that cannot be disposed of in the bins (boxes, polystyrene, broken suitcases etc).

The address of SA Waste Management, the nearest collection site is in nearby Lonsdale:



If you move and leave your rubbish for us to dispose of, a dumping charge will be deducted from your deposit.

Rubbish includes all bottles, cans, boxes and recyclables that you may have saved / collected and we are not responsible for the monetary value of any recyclable item that you leave behind and we dispose of.

It is not acceptable for garbage to accumulate as this causes pest control issues (flies and ants). Families with young children should make a special effort to remember to put their bins out every week as nappies in the hot summer weather can cause serious health and other issues. Please place nappies in bags! Having to deal with pest problems caused by raw nappies thrown into bins is not pleasant!!! Pest control problems caused by your rubbish will be eliminated (residual poison spray) and a charge will for the treatment will be deducted from your deposit. We high-pressure clean the bins on a regular basis.

If your car leaks oil, please clean it up when you leave. Oil stains must be cleaned from our driveways and the local hardware store has concrete cleaning products.

Laminate and Wooden Flooring:
Please avoid wetting the laminate flooring.

The floor can be damp cleaned with the supplied floor sponge / cleaner.

Many guests do not know how to clean laminate floors and the use of wet mops causes the entry of water into the joints causing them to swell...a damp cloth or the supplied floor cleaner is appropriate. All damage to laminate floors will have to be repaired. Please avoid dropping objects and chipping the laminate.

Please clean up all spills immediately. Pet friendly homes should not have dogs locked inside the houses when you are away. Massive damage has been caused to wooden floors and laminate from agitated animals and they are to be put outside every time that you leave them alone.

If water penetrates the joints in the floor it will buckle and swell.

This will require sections of the floor to be lifted and replaced, and at your expense.

House Keys, Tags and Hooks:

If you lock yourself out of the house, we do have spare keys to let you in. The minimum charge for this service will be \$30. This may be considerably more if we are not in the local area and have to travel some distance to let you in. If you require us to let you into the property during the hours of midnight to 06:00 am the minimum charge will be \$50.

Lost keys will incur a charge of \$250. This will be the charge for a locksmith to change locks. If you return any key to us that is not the same as the one provided (you lose one and have another one made) we have no alternative than to get a locksmith to change the locks. Safety and security of our property and future guests is critical

Remote Controls:

If you have been supplied with garage remote controls (Riverview, Billabong, Oceanview, Garden Cottage and Tobies) please look after them. Loss or damage to these remotes will incur a replacement charge of \$150. This charge covers the cost of the replacement and also the reprogramming of the electronic door opener to prevent unauthorized access in the future.

Check that the garage door is fully open before reversing!

Please do not remove the remote control (or smoke alarm) batteries! There have been many occasions that guests have borrowed remote control batteries for use in cameras and children's toys. The replacement of batteries will also be charged for.

Removal or switching of smoke alarm batteries can also cost lives.

Neighbours:

Please respect your neighbours. Avoid activities that may affect them. This includes noise and behaviour that may affect those around you. Ball games are not allowed at our properties. Balls cause damage to plants (children trample flowers and plans to retrieve balls) and break windows and fly screens. Many of our guests need quiet time to do work for overseas companies. The incessant bouncing of basketballs and footballs causes annoyance. There are parks, football ovals, tennis courts etc very close by. We know the neighbours around each property and they have our contact numbers. Should we receive complaints from neighbours about anti-social behaviour, as a last resort we reserve the right to terminate your stay. In such cases you may be given 48 hours to vacate the premises.

If a warning has been given (e mail, written or text) and the offending behaviour persists we will have to terminate your stay. You will forfeit any rental paid in advance and no refund will be given (except damages deposit balance).

Barbecue:

Please leave the barbecue in a clean condition. Treat the barbecue as you would a sandwich maker or a baking tray and clean it after use! I know that it's a terrible item to clean but if you don't clean it, someone else will have to (and they charge Australian Dollars for their time!).

The property may have a gas barbecue or a wood / charcoal barbecue. If the property has a wood / charcoal barbecue it will not have a gas barbecue. We do not supply charcoal or firelighters for barbecues. Barbecues should not be used for burning paper or other material. They are for cooking food and not for destroying old documents!

Please remember to turn off the cylinder after use to prevent a possible leak. On many occasions children turn the barbecue knobs and guests find the cylinder empty when they come to use it. If your property has a gas barbecue it will be supplied with a gas cylinder but when empty replacement gas refills are your responsibility and for your account. Refills are available from your local Bunnings Warehouse store at the corner of Goldsmith Drive & Beach Rd, Noarlunga.

If you do not wish to swap the cylinder yourself, you can phone (08) 8329 1000 and have a full cylinder delivered.

Please do not leave the home with an empty cylinder, as the cost of a refill will be recovered from your deposit. An empty cylinder is often the result of children turning on the barbecue (unlit) when the gas cylinder has not been closed.

Please do not swap your empty cylinder with a full one from an adjoining property. All cylinders are marked for that property and it's not a nice thing to do!

Swimming Pool:

Pool safety is our most important term and condition. Failure to adhere to these terms and conditions can cause loss of life. Many children die in pool related incidents every year in Australia. Pool safety relies upon your co-operation.

A pool net has been supplied to provide extra protection but it can only work if you take a few minutes and secure it over the pool.

To ensure the safety of your children the pool net should be put over the pool every time swimming has ended.

It is your responsibility to supervise children at all times and we require you to indemnify us for each booking at a property with a pool.

Supervision does not take the form of online surfing or watching tv !

Sorry... but...if you don't want to supervise your children then perhaps it's best not to stay at a property with a pool.

We will maintain the chemical balance of the swimming pool. Guests should not put any chemicals into the pool. The floating chlorine dispensers should not be removed from the pool. They stain the paving, and towels and can be hazardous to young children. They are safe if left in the pool. Please do not touch or remove the filter baskets in the weir and pool pump. One stone will shatter the pool impeller and will result in the replacement of the pool pump.

We rely upon guests to help keep the swimming pool clean. This takes about 5 minutes of your time every day. Please don't phone to say that leaves, spiders, twigs etc are in the pool...it's not possible for us to visit the property every time the wind blows and your assistance is required to assist with your swimming comfort.

The pool cleaner should not be disconnected. Please leave it connected at all times so that it cleans the pool. If it's not connected it can't pick up sand and dirt and the pool will soon look dirty.

We visit the house every two weeks to boost the pool cleaner operating period / adjust chemical balance, and backwash the pool. A pool scoop-net and brush have been provided for your use. We cannot clean the pool every time the wind blows or a storm occurs. It will require a few minutes of your time to ensure your swimming comfort. We rely upon the guests to remove any debris that blows into the pool. If the guest does not do this or if the pool cleaner is not attached, we cannot guarantee the swimming condition (cleanness) of the pool. Any debris that children throw into the pool should be retrieved immediately. This includes stones, pegs, goggles, items of clothing etc. A blocked pool cleaner will not remove dirt and debris and will cause the pool to become dirty and perhaps unswimmable. The pool can lose considerable water through evaporation and can be topped up from the water tanks and tap. Water should not be left running as the pool will overflow, diluting the chemicals and it may take considerable time to get the balance correct for your enjoyment.

Guests should please supervise their children at all times. Children have damaged the pool gates and posts by attempting to gain access to the pool. Please do not allow children to climb / swing on the gates and fencing. Please let us know immediately if the pool gates or fencing becomes damaged. Damage that allows unrestricted access to the pool area will result in the pool being closed, the net being placed over the pool and the pool will be unusable until the damage has been repaired. The supervision of children at all times cannot be under emphasised. We have had occasion where massive

quantities of water (bucketed out) has been removed from the pool by children during unsupervised play. There has also been occasion where the pool equipment has been tampered with and the pool pump set to empty the pool resulting in the loss of over 7000 litres of water. The loss of pool chemicals and water in such instances will be charged for.

Self-closing gates should never be propped open....it is dangerous and illegal. The gates are fitted with double locks (inner and outer) and we have done everything possible to prevent mishap. Please help us to keep your children safe. It is an offence to prop open pool gates and we have removed all chairs from the outside area of the pool to prevent children from climbing over the fencing. All chairs and other objects that can assist children to climb over fencing should be kept away from the pool enclosure at all times.

It is a requirement of your stay at Boomerang House and Christies Cottage that you complete an indemnity form.

Only paying guests are permitted access to the pool, pool area and are allowed to swim in the pool. We do not cater for large groups. We do not allow entertaining, pool parties, functions or social gathering for outside guests in the pool area as this impacts upon the neighbouring property.

School children are not to allow their friends access to the pool or pool area.

No pool area access whatsoever is allowed for persons not residing at Boomerang House or Christies Cottage.

By booking with us you agree to keep the pool gates closed at all times, to supervise your children, and to replace the pool net after swimming.

Electricity and Gas:

We provide you with a weekly allowance for gas and electricity. The cost of utilities has gone up by a massive amount in Australia in the past few years.

The present weekly gas allowance is \$15 per week per property.

The present weekly electricity allowance is \$15 per week per property.

If the property is rented on a long term basis on an "economy rate" per week (below \$500 pw) we do not provide a weekly allowance and all gas and electricity charges are for your account.

For gas: A meter reading will be provided upon arrival and a reading taken on departure. This is sufficient for cooking and heating during the summer months but will not be sufficient during the colder winter period. Australia does not have central heating systems. If efficient usage of heating is ignored (heaters left on at night) the account may be substantial. All heaters are energy efficient.

Electricity: we provided electricity as an all- inclusive rental charge for the first two years. However, due to occasional abuse (tumble dryers used during 40 degree days, heating and cooling left on in empty homes)and the massive increase in the cost of utility charges, it has now become necessary to provide an allocation. Beyond this allowance the electricity usage is billed for and is a separate charge from the rental. We have done everything possible to reduce bills to a minimum. All globes are energy efficient or LED. Water heating is solar or gas as water heating amounts to 40% of all bills. Cooking is by means of gas in 4 houses. Smaller convection cookers have been purchased in addition to the large ovens.

Additional insulation has been installed. Energy efficient reverse cycle inverter air conditioners have been purchased. We have also installed insulated roller shutters in three of our properties to keep the heat out in summer and the properties warm in winter.

We have done everything possible to minimise bills. All properties have different systems. There may be solar hot water with electrical backup or there may be gas fired hot water. Air conditioners may heat and cool or may cool only. It's very easy for you to leave outside flood lights on but the cost may be a couple of Dollars a night and another couple of Dollars during the day. Over a period of time it's easy to accumulate a Dollar or two a day so please don't be surprised by the readings at the end of your stay.

It is not our intention or our desire to be the "electricity police"! However, we cannot absorb costs that we have no control over. Many guests left air cons or heaters running all day in an empty house so that they would return to a cool or warm house (even though the systems can heat or cool a home within 10 minutes). You can still do this if you like but the cost of leaving it on the entire day will be a cost for your account. Our homes have signage detailing the possible cost of leaving these systems on. It's your choice.

We have installed solar electricity feed in systems to all our homes. A meter reading will be provided when you move in and another reading will be taken upon departure. The current electricity tariff will be calculated to work out the account. Electricity usage in excess of the \$15 per week will be deducted from your security deposit before the balance is transferred back to you.

Due to the high cost of electricity we recommend that the air conditioner be switched off when the property is empty. The economy mode and zone control switches should be used when rooms are not occupied. Even small items consume plenty of electricity. Computers that are not on sleep mode may use between 300 and 500 watts per hour. Lights are often left on all day. If you don't really care about usage, then that's fine...but please don't be surprised by how much it might cost.

Australia has a warm climate and dryers are only really necessary in winter. They are available on request.

Please help us to keep the costs down. We have invested in solar hot water, solar power feed in systems, inverter air conditioners, and gas heating systems but they can still be expensive to run if operated on maximum settings or in empty homes! We do not have central heating in Australia and we are very energy conscious.

Internet and Phones:

All our properties offer unlimited wireless internet.

We do not provide computer support and the set-up of your wireless device to our network. You will be supplied with the access code for your wireless devices but we cannot assist to set up your laptop or wireless device. We also cannot guarantee the speed or quality of a wireless signal as these factors are outside our control.

If you are having internet issues turning off your device or the modem for 15 seconds is usually the remedy.

Our properties may have the following option for an additional charge of \$2 per day.

Unlimited landline calls in Australia

Unlimited calls to all mobile networks in Australia

Unlimited calls to all landlines in the UK Unlimited calls to all mobiles in the UK.

Please ask for this landline service to be activated. You also get a landline number for people to contact you on.

All calls outside the above will be charged for (calls to New Zealand for example). Additional call charges will be deducted from your security deposit.

This service is offered on a first come first serve basis. If activated on a cottage it will not be available for an adjoining house and vice versa. This is a landline and not a skype service.

Mail Redirection:

All guests should arrange that mail be redirected from the property when you move out.

Identity fraud is a serious issue and it is not safe to not redirect your mail.

Please do not subscribe to “junk mail” whilst staying at our furnished home.

Spare letterboxes have been installed at the properties and any mail not redirected will be placed in these boxes for your collection. I previously redirected all mail but this soon exceeded 200 items per month! It also caused inconvenience for new guests especially in winter when large quantities of their mail would get wet in overcrowded mailboxes. Due to abuse (monthly bank statements still arriving years after their stay, harassing e mails and texts when important mail is due) I will be unable to redirect any mail. Arrangements should be made at the post office to redirect your mail. There are also companies such as www.passthepost.com.au and www.addressmate.com.au who will redirect your mail whilst you travel.

We are not responsible for any mail left uncollected at our properties.

If you are staying at one of our properties, please place the mail addressed to other people in the box marked “spare mail collection” and do not take it inside the house. Former guests often check the mailbox and they are unable to pick up mail if you take it inside the house.

Miscellaneous:

There's always something weird and wonderful happening! Here are a few “do nots” which really go without saying. They are only listed here because they happened!

At properties with electronic roller doors children should not be given the remote control units as serious injury or death can occur to small children being crushed by roller doors.

We have 4 dishwashers. They are dishwashers and not garbage disposal units! Please wash plates of solid food before using them. They get blocked by rice, spaghetti, teabags, bottle tops etc and stop working. They then require cleaning upon your exit! Guests have left a note saying that the dishwasher doesn't work very well but it was blocked!

If you break an item, please don't replace it with a cheapy from the local reject or Salvo's shop! If you break a pirex dish please replace with a comparable quality and this goes for towels, plates etc.

Please check for damage upon arrival. The top 10 “high risk items” like wine glasses, potato mashers, cups, plates, fly screens, bed linen, towels, wooden bench tops, floors, doors and walls. Please don't tell us “it was like that when we moved in” it's insulting! Please take a couple of minutes and let us know straight away if you find anything wrong.

Our carports are not spray painting booths. Please wait until you move if you would like to change the colour of your new car!

Our carports are not tennis courts...please respect your neighbours.

If you leave for work early on a morning it would be appreciated if you can have respect for your neighbours. If you stay at Riverview, please park outside so that you don't wake people in adjoining homes. Gas cooker tops are not heaters!

We have gardens with red mulch and areas with crushed stone. If children mix them together can you please separate them again? It's much cheaper if you do it. No stones in drains please!

Please fill in any holes that your dog may dig in the garden or lawn and remember to pick up after them. If your dog is a yapper the neighbours may appreciate your efforts of "shut up" quiet" or other kind words to make them quieter and be less of a disturbance to neighbours around you.

Please strap shade umbrellas...we live near the sea and the wind can occur suddenly. If you leave them up all day they may be gone when you return (over the neighbours wall)!

If you stay at one of the pet friendly properties, please don't lock your dog in the house all day when you are away. They damage doors, floors, blinds etc. Put them outside...a kennel is provided.

Our Oceanview house can be rented as a 3, 4 or 5 bed roomed home. Additional bedrooms beyond the 3 rented will not be accessible if you choose the 3 bed option and the upstairs rooms will be closed off. Shade sails are provided at some houses between November and April (summer) and these sails are taken down during the winter period.

The pool will be covered at the end of summer. Removal of the safety net and pool blanket for a winter swim is fine as long as you replace them.

When drying your washing please use the clothes lines. Washing hanging on pool fencing, washing on clothes horses in front of the house, on makeshift lines etc is not acceptable. There are clothes lines, and undercover lines. Neighbours and people driving past do not want to look at your washing.

If you visit adult web sites please be aware of the consequences. Visits from the Australian Federal Police are not fun!

Disclaimer:

The property is privately owned and neither the owners nor any managing agents accept any liability or responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects, however caused. Should a safety issue be present or arise it is critical that we be informed so as to remedy such issue as soon as is reasonably possible. It is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.

The owners and their agents reserve the right of entry to the property and grounds at any time. This includes tradespersons and other workers (such as pool maintenance, gardeners, property value agents, estate agents, telephone and satellite maintenance etc). We have storage areas at the houses for garden, pool, household goods etc and access to these areas is required for property maintenance. We have taken all reasonable steps to ensure your safety. This includes pool fencing, self-closing gates, and a pool net, smoke alarms etc. However, we cannot be held liable for their failure, incorrect use or actions of other guests. The play park at Seaview and Riverview should only be used by children between the ages of 3 and 9 years old. You accept responsibility for any injury that may occur on such play equipment or on our premises and agree to indemnify us for any possible occurrence, injury, disability or death.

We do not allow parties or bookings from all male groups, or for groups of guests who are under the age of 21.

Only those guests as listed on the booking form are permitted to stay at the property. Please do not list 4 guests and arrive with 10! The numbers of people using cottages or houses must coincide with the numbers on the guest booking form. If additional persons are found to be at the property; ie: not listed on the booking form, the fee for their stay will be \$20 per night per person deducted from the security deposit or paid in advance for longer stays. Groups that exceed our maximum bed numbers must vacate with immediate effect.

We have pet free properties but may consent to pets at some properties. No animals or pets are permitted onto the property except as approved by the owners. Pets that are not authorized must be removed with immediate effect and pet cleaning fees may be applicable. (\$200). No animals permitted in carpeted areas, on any beds or furniture in the houses. It is preferable for all dogs to sleep outside but during the colder winter months the laundries area suitable sleeping area (not bedrooms).

Please do not remove any item from our homes (pool equipment, toys, pumps etc) that were left by us (or departing guests for new incoming guests) as this is theft.

Please read these conditions carefully.

By confirming your booking with Homes Down Under you and all guests acknowledge having read and agree to all our terms and conditions. These conditions are listed on our web site and are present in each property. They are a guide to enjoying your stay and avoiding disturbances to other guests.

We reserve the right to update and amend these terms and conditions at any time. Updates and amendments will be forwarded to you for your consent if you have already booked or are already renting one of our properties.

Please do not use these terms and conditions without our permission as they constitute intellectual copywrite of Homes Down Under and their unauthorized use is prohibited.