



Raine & Horne Palm Cove

## Holiday Homes – Terms & Conditions

**Please Note: Payment of the booking deposit constitutes acceptance of these Terms and Conditions.**

The Terms and Conditions of the holiday letting as agreed to by both parties are as follows and departure from same by you permits the owner or agent to refuse the key, amend the charge or immediately terminate the occupancy.

1. Quotations - are subject to availability and are not guaranteed until receipt of the deposit, confirmed in writing.
2. Booking Requests - are subject to availability and confirmation in writing.
3. Usage - the premises are let to you for holiday purposes ONLY and only for the period stated on the receipt. NO weddings, parties, or large gatherings are allowed. The number of people occupying the premises must not exceed the number of people that were initially booked and/or had beds provided for.
4. Check In/Check Out - premises are strictly available from 2pm on the day of arrival and are to be vacated by 10am on the day of departure. Late check-outs must be approved in writing. Late check outs will attract a further charge.
5. Key Return - the property is to be locked and the keys returned to our office. If the office is closed please place keys in the Key Box at our Veivers Road Palm Cove office.
6. Payment - A deposit of 50% of the total rent is required to reserve a property. The balance (residual amount) is to be paid in full 30 days prior to arrival. Please note that all credit card payments incur a 1.65% charge.
7. Currency - All prices quoted are in Australian dollars.
8. Non Payment of Residual Amount - If after a number of approaches this amount is not paid within 30 days of arrival the booking may be cancelled and the holding deposit will not be refunded.
9. Cancellation - Within 45 days of the arrival date forfeits the full amount paid.
10. Refund of balances paid - If the residual amount is not paid by the due date OR In the event of a cancelled booking by the Client, (for the whole time or any part thereof) the deposit and any subsequent amount is not refundable unless the property is rebooked for the entire period. We strongly recommend you take out travel insurance for sickness and theft.
11. Confirmed bookings made less than 30 days prior to the arrival date must be paid in full within 48 hours following confirmation.
12. Breakdowns – Raine & Horne Palm Cove accepts no responsibility for any inconvenience due to machinery or appliance breakdown (see Clause 18). Raine & Horne Palm Cove's best endeavours to repair, replace or hire an alternative will be undertaken.
13. Descriptions – Raine & Horne Palm Cove has taken due care and responsibility to verify and check all information on our web sites, brochures or any written or verbal material supplied, as at the time of compilation, however, as this information is subject to change, it accepts no responsibility for any inaccuracy or mis-description contained in the publications.
14. Unavailability - If a property becomes unavailable for any reason Raine & Horne Palm Cove reserves the right to move the Client to alternative accommodation at Raine & Horne Palm Cove's discretion.
15. Non-Transferable - bookings will not be moved to alternate properties - especially due to a 'change of mind'. Any movement of bookings is at the discretion of Raine & Horne Palm Cove.
16. Breakages - and losses to the property are to be reported to the agent and paid for immediately.
17. Additional cleaning - if required will be charged to the Client at the discretion of Raine & Horne Palm Cove.
18. Loss of keys or remotes - will be charged to the Client at the discretion of Raine & Horne Palm Cove. There will be a minimum cost \$50.

19. Pets - are not allowed on or about the premises without prior, written approval.
20. Disclaimer – Raine & Horne Palm Cove does not accept liability in contract or in tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control, or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbance, fire, floods, unusually severe weather, acts of God, acts of Government or of any other authorities, accidents, theft to or failure of machinery or equipment or industrial action.
21. Please Note: The Deposit Constitutes Acceptance Of These Terms & Conditions.