

# Holiday Rental - House Rules for Guests and Visitors

House Rules are provided at the Property to ensure that Guests and Visitors know and comply with the specific Rules governing their permission to enter and occupy the Property.

## **1) General requirements**

- a) Guest and Visitors must comply with all House Rules, By-Laws and instructions from the Manager and security services during their stay; and
- b) Guests must notify the Manager of any disputes or complaints from neighbours as soon as is practicable.

## **2) Noise and Residential amenity**

- a) Guests and Visitors must not create noise which is offensive to occupiers of neighbouring properties especially between 10pm - 8am and during arrival and departure at any time throughout the occupancy;
- b) Offensive noise is prohibited and may result in termination of permission to occupy the Property, eviction, loss of rental paid and extra charges for security and other expenses which may be deducted from Security Deposit or Bond under the Terms and Conditions; and
- c) Guests and Visitors must not engage in anti-social behaviour and must minimise their impact upon the residential amenity of neighbours and local community.

## **3) Visitors**

- a) Guests are responsible for ensuring the limits set on Visitor numbers is complied with at all times; and
- b) Guests are responsible for ensuring that Visitors comply with these House Rules.
- c) The maximum number of Guests permitted at a Property must not exceed a maximum of 2 adults per bedroom

## **4) Gatherings or functions**

- a) The Property is not a "party house" and any such activities are strictly prohibited; and
- b) Any gathering, celebration or entertainment permitted at a Property must not conflict with residential amenity and must comply with all the other requirements.

## **5) Parking**

- a) Guests and Visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles; and
- b) Parking arrangements at the Property: Vehicles may be parked in front of cottage, as long as the access of other vehicles coming to and from the property is not impeded. Vehicles can also be parked on the area below the cottage which can be accessed at the turn near the dam with the statue. Your car could get bogged when parking on the grass if it is very wet or muddy so please take care or ask for directions from the manager.

## **6) Garbage and recycling**

- a) Guests and Visitors are to dispose of garbage and recycling in accordance with the usual practice at the Property (as set out below) in the allocated bins, and excess rubbish must not be left in public or common areas; and
- b) Garbage and recycling arrangements: all household garbage is to be put in the bin alongside the cottage fernery. Rubbish that will not fit in the bin is to be securely bagged and left alongside the bins. The general waste bin is put out each Monday night and the Recycle bin is every second Monday night.

## **7) Security**

Whenever you are absent from the Property, close all windows and doors to maintain security and prevent rain and water damage.

## **8) Swimming Pool and Spa**

- a) The swimming pool must not be used between the hours of 10.00pm and 7.00am.
- b) The spa can be used at any time but noise must be kept to a minimum after 10pm
- c) No glassware is permitted in the pool or spa areas. Unbreakable glasses are supplied for these areas
- d) Children are only allowed in the pool when there is one adult for every two children using the pool.
- e) Pool gates must be closed at all times and the spa cover is to be locked in position when the spa is not in use.

## **9) Smoking**

Smoking is not permitted indoors.

## **10) Pets**

Pets are not permitted at this property.

## **11) Damages and breakages**

Damages and breakages must be reported to the Manager.

## **12) On departure arrangements**

Please see the owner/manager prior to your departure to make arrangements regarding keys, security, dish washing, rubbish, etc.

## **13) Emergency Contact**

In the event of an emergency relating to the Property, please ring the front door bell of the main house or telephone Home: 02 4579 0983 or Mobile: 0402 750 068

## **14) Compliance**

- a) Breach of these House Rules is a breach of the Terms and Conditions of occupancy.
- b) The Owner and Manager reserve the right to terminate permission to occupy and to evict from the Property, Guests or Visitors who refuse to follow these House Rules or who cause a nuisance.

## **15) Consequences of not meeting these House Rules**

Where required to ensure compliance, Managers must make Owners, Guests and Visitors aware that:

- a) Depending on the Terms and Conditions of the contract between the Guest and Owner, the consequences of not meeting the requirements of this Code of Conduct can include enforcement action from:
  - i. the Owner and its agents including Manager and security services;
  - ii. local councils or; and
  - iii. in some instances, the Police.
- b) Enforcement action is subject to the Australian Consumer Law and other relevant legislation.
- c) Such enforcement action could result in termination of permission to occupy the Property, eviction, loss of rental paid, deductions from security deposits and extra charges.
- d) It is therefore important for all Guests to be aware of their obligations and of their responsibilities to make any Visitors to the Property aware of these requirements to maintain the amenity of the Property and its neighbourhood.

## **16) Complaints handling**

Guests have an obligation to report any problems or incidents promptly. Guests (and other parties) with formal complaints should in the first instance approach the owner/manager. If the complaint cannot be resolved amicably and immediately, the complaint will be recorded in writing. This record will indicate

- a) Date and time received;
- b) Name and designation (e.g. Guest, neighbour, council, police etc) of complainant;
- c) Contact details of complainant;
- d) Nature of complaint;
- e) Action taken (by whom and when); and
- f) Outcome and/or further action required (e.g. community consultation, meet with council, meet with local police, review management systems or issue resolved.)

Complaints will be handled:

- a) Initially by the Manager;
- b) If not resolved in (a) then through the relevant Participating Organisation (eg. Stayz, Takeabreak etc); and
- c) If not resolved in (b) then through the relevant state or territory Fair Trading or other authority.

Where the owner/manager has a complaint concerning guests, it will be raised initially with the guest/s. If the matter cannot be resolved amicably, the complaint will be put in writing in the same format as indicated above. The consequences of not complying with the Terms and Conditions requirements are as indicated in "Consequences of not meeting this Code of Conduct" above.