

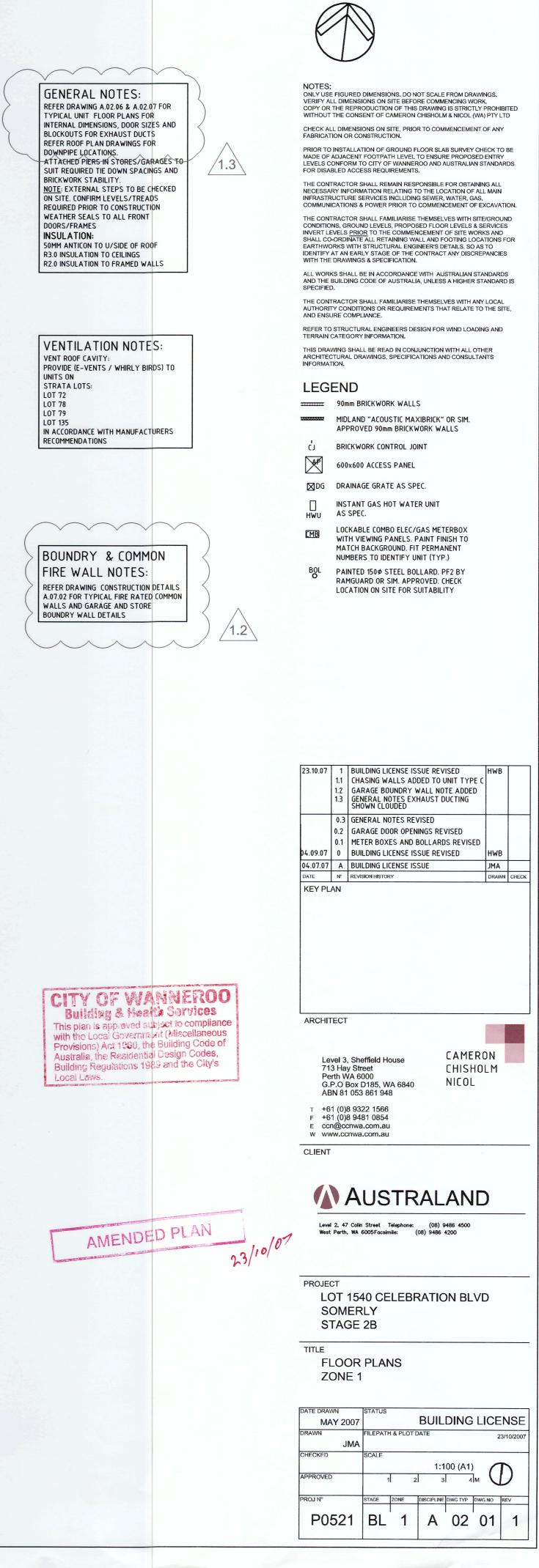
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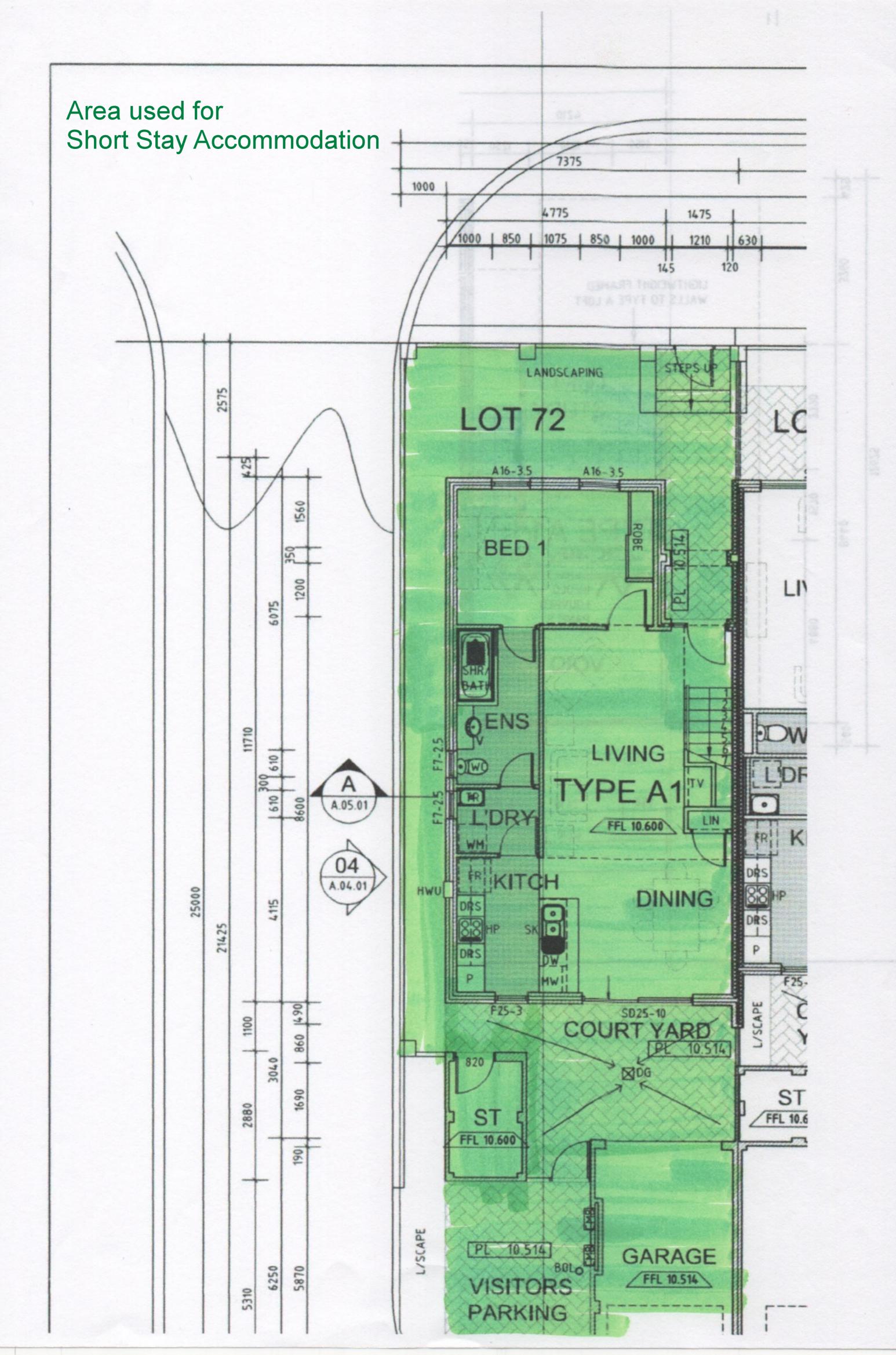
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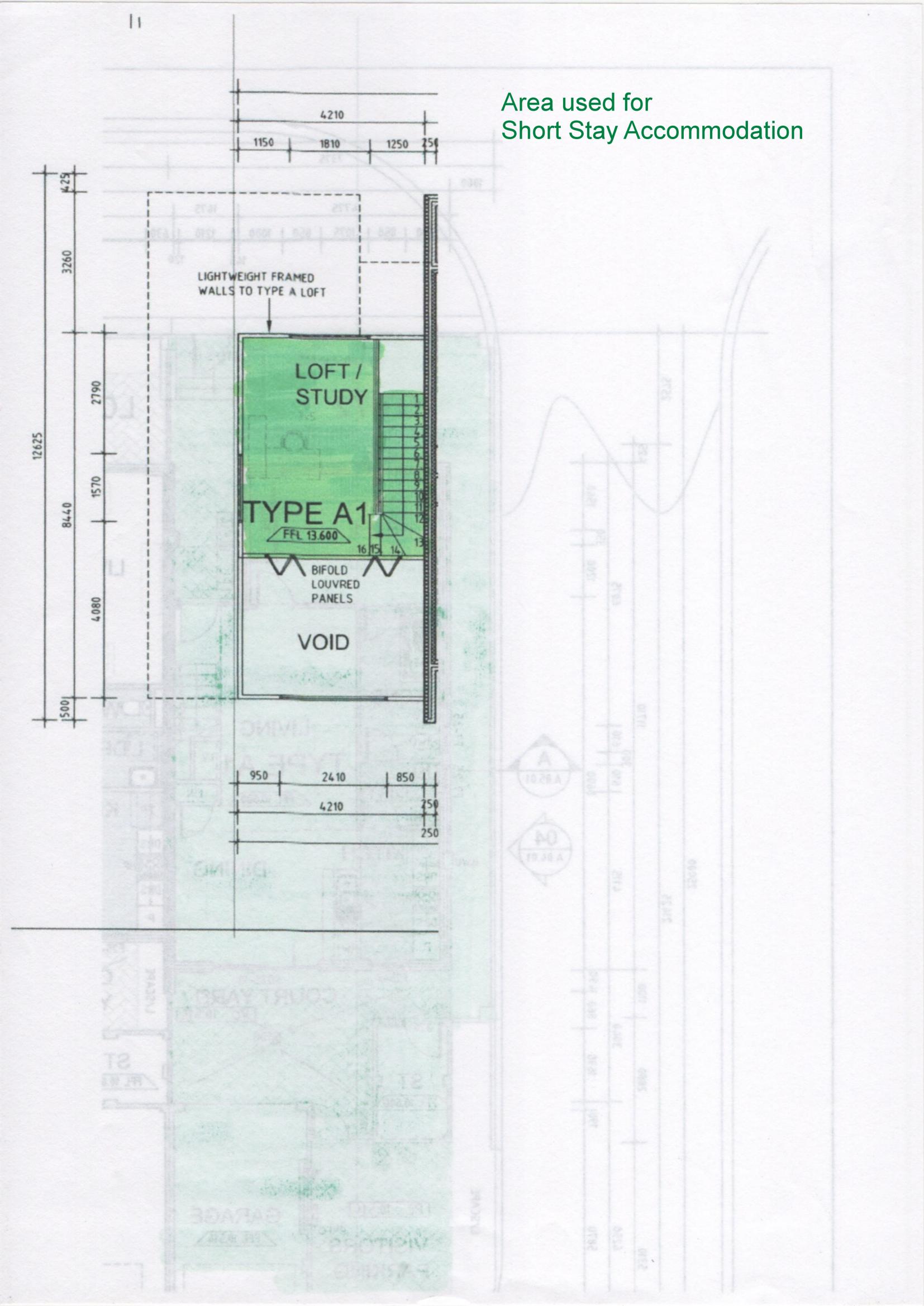
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# Holiday Rental Code of Conduct

House Rules for Guests and Visitors

Holiday rentals provide a unique tourism experience: consider this your home, treat it as your own, respect your neighbours and leave it as you find it. These 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.

## **General Requirements**

House Rules are binding on Guests and Visitors and any issues must be promptly reported to the Manager. Guests and visitors must comply with all House Rules, By-Laws and instructions from the Manger during their stay.

## <u>Noise</u>

Guests and Visitors must not create noise which is offensive to occupiers of neigbouring properties especially between 10pm – 8am and during arrival and departure and any time throughout the occupancy;

Offensive noise and anti-social behavior 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 the Security Deposit.

## <u>Visitors</u>

Guests are responsible for Visitors and for ensuring that Visitors comply with the House Rules.

## **Gatherings or Functions**

Parties or gatherings are strictly prohibited.

## Parking

Parking arrangements at the Property are as follows:

Guest vehicles must be parked either on the driveway or in the garage at the rear of the property. Absolutely no parking on the grass verge outside the front of the property or in the lane at the back of the house.

### Garbage and Recycling

Garbage and recycling arrangements at the Property are as follows:

All rubbish must be disposed of in the appropriate bins. The bin with the black lid is for general waste, and the yellow lid bin is for recyclable material. No glass must be placed in the black bin. Bin collection day in Wednesday. Please put bins out on Tuesday evening. The black bin is collected every Wednesday and the recycling bin is collected every alternate Wednesday (please see chart on board for correct recycling week). Any excess rubbish must be disposed of prior to departure by taking to Tamala Park Tip.

## <u>Security</u>

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

<u>Smoking</u> Smoking in not permitted indoors.

<u>Pets</u> Pets are not permitted.

## BBQ

Please use the BBQ away from the neighbour's wall. Turn off the gas after use. We would appreciate it if you could leave the BBQ clean and tidy for the next guests.

**Damages and Breakages** 

All damages and breakages must be reported to the Manager within 24 hours of occurring.

#### On departure arrangements

Check out time is by 10.30am

All rubbish must be placed in the appropriate bins. All dishes must be washed and put away (the dishwasher can be loaded and left running). All windows and doors must be locked.

Please leave the keys on the kitchen benchtop and exit via the front door, making sure it is locked behind you.

### **Emergency Contact**

In the event of an emergency relating to the Property, please contact

### <u>Compliance</u>

Breach of the House Rules is a breach of the Terms and Conditions of occupancy. The consequences of not complying with the Terms and Conditions requirements can include enforcement action from the Owner, Manager, security services, and local councils or, in some instances, the Police.

Such enforcement action could result in termination of permission to occupy, evict, loss of rental paid, deductions from security deposit and extra charges for Guests or Visitors who refuse to follow these House Rules or who cause a nuisance.

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.

# HOLIDAY HOME - MANAGEMENT PLAN

# PROPERTY ADDRESS: 39 Gaudi Way, Clarkson, 6030

# **PROPERTY MANAGER DETAILS:**



## **HOURS OF OPERATION**

Guests are able to the entire property 24 hours per day.

### **COMPLAINTS PROCEDURE**

The Owners and Mangers will specifically respond to complaints pertaining to guest behavior made before 1am, within a two hour timeframe; In relation to any other complaints, respond within a reasonable timeframe but within 24 hours.

## **CONTROL OF ANTI-SOCIAL BEHAVIOUR**

Guests will agree to the Terms and Conditions upon booking that no anti-social behavior will be tolerated. Guests are expected to make no noise between the hours 9pm – 8am on weekdays, and 10pm to 9am on weekends.

Any guests using anti-social behavior will firstly, be given a verbal warning. Any such behavior that continues will result in:

Termination of permission to occupy the Property;

Immediate eviction;

Loss of rental paid; and

Extra charges for security and other expenses which may be deducted from the Security Deposit.

## CHECK IN AND CHECK OUT PROCEEDURES:

Guest check in is from 2pm onwards. Access to the property will be via an electronic keypad. 7 days prior to their arrival guests will be given a unique code for the electronic keypad.

Departure is by 10.30am. Guests will be expected to leave the property clean and tidy, with all rubbish properly disposed of, the property secured and to exit by the front door.

## **CAR PARKING**

The property has private parking for two vehicles in the form of a single garage and private driveway, both of which are located at the rear of the property. No vehicles can be seen from the front of the property from any neighbouring houses. There must be no parking on the grass verge at the front of the property.

## WASTE MANAGEMENT

Guests are expected to dispose of all waste in the correct bins. Bins must be put out for collection the evening before the due collection day. Any excess rubbish must be removed from the property on departure and taken to Tamala Park tip.

## **STORAGE SPACE FOR GUESTS**

The property has plenty of storage space for guests including a large fitted wardrobe, plenty of empty drawer space in all rooms, and cupboard space in the kitchen.

### **GUEST REGISTER**

The Property Manager will keep a register of all people who use the property, which will include their arrival and departure dates. This register will be available for inspection by the City of Wanneroo upon request.