



Terms and Conditions | Holiday House Rentals

1. *The premises are available to you for holiday purposes only and for the period stated on the receipt and confirmation.*
 2. **NO SCHOOLIES** bookings; adults making a booking must be over 25 years of age.
 3. *The property is available from 2pm on the day of your arrival and is to be vacated by 11am on the day of your departure, unless prior arrangements have been made and agreed upon by the owner and/or agent. If the premises are occupied past the given times, an extra charge will apply. This fee will be a minimum of equal to a half day charge of the nightly rate.*
 4. *On vacating, the premises are to be securely locked and the keys are to be left in the outside safe and then locked.*
 5. *To confirm your booking you will be required to pay 10% of the value of the accommodation booking. Your credit card details are held as a security bond to cover any excess cleaning costs, damage or theft and we reserve the right to deduct any such associated costs caused by you or your invitees. Prior to your booking being accepted you will need to **read, complete and sign both pages of our 'Terms & Conditions'**.*
 6. *Full and final payment must be made 14 days prior to your arrival date. All bookings made less than 14 days prior must be paid in full at time of confirmation. We reserve the right to cancel your booking and apply appropriate cancellation charges, if your payment is not received by the due date.*
 7. *Notwithstanding the above, a cancellation fee equal to 10% of the total booking (plus credit card charges, if applicable) will apply. Any cancellations within 7 days of arrival will result in the forfeit of 50% of the total booking amount.*
 8. *You are requested to supply your own beach towels. All bed and bathroom linen is provided.*
 9. *A change in bed and bathroom linen is undertaken for all stays in excess of 10 nights. Should you require extra linen services, or extra linen during your stay, prior arrangements should be made and the associated costs paid prior to arrival. There are laundry facilities on site for your convenience, complete with washing powder and cleaning products.*
 10. *The owner/agent holds no responsibility for accidents/injuries incurred during activities (eg. water sports) pertained in or on part of our property. These are the strict responsibility of you and your invitees. Life jackets are not supplied, but are necessary for all boating/water sport activities. You and your invitees should be experienced and hold all necessary licenses before engaging in boating/water sport activities. Lake Tinaroo water conditions and levels vary; always fully assess surroundings prior to engaging in boating/water sports.*
 11. *The owner/agent does not cover your personal belongings under our insurance policy and therefore, take no responsibility for any loss or damage of personal belongings in or on the property. We strongly recommend you purchase travel insurance.*
 12. *There is no telephone or internet provided. Please bring your own mobile phone, Wi-Fi and charger, if required.*
 13. *The owner/agent will accept no responsibility for any inconveniences with machinery breakdown, although best endeavours to repair, replace or hire an alternative will be undertaken.*
 14. *Notification of any breakages, losses or damages must be reported to the owner immediately. Any costs incurred with the above, are required to be paid for on demand from the owner/agent.*
 15. *Loss of keys or remotes will be charged to you at the discretion of the owner/agent.*
 16. **ALL BOATS/WATERCRAFT ARE TO BE LAUNCHED AND RETRIEVED FROM THE DESIGNATED BOAT RAMP** at Edgewater Estate (maps attached) and then vehicles are to be parked back at the lake house.
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- 17. **NO CAMPING UNDER ANY CIRCUMSTANCES** allowed on property, adjacent properties or Sunwater land. Any breach will be reported to authorities.
- 18. No dirt or quad bikes are allowed on Edgewater Estate at any time.
- 19. No vehicles are to be parked on the lake front reserve or adjacent properties. Day tarps/gazebos may be set up beside the lake in front on the house.
- 20. No gazebo/tent pegs are to be driven into the grounds of our yard, as we have an underground sprinkler system.
- 21. Edgewater Estate sewerage works are environmentally friendly and no chemicals or foreign items are to be passed down the toilets. Failure to comply will result in any costs being passed onto you.
- 22. **STRICTLY NO SMOKING** inside the house or enclosed entertainment area.
- 23. **STRICT NO PARTY POLICY** at Bella Casale, as it is located in a private residential subdivision with applicable bi-laws. For the harmony of all others please consider your neighbours at all times; especially during the evening hours. No excessive noise after 10.00pm. Maximum guests permitted are restricted to your confirmed booking numbers. The owners may involve a third party (police) at any time in which they feel necessary. **THIS POLICY WILL BE STRICTLY ENFORCED.**
- 24. **NO PETS POLICY** at Bella Casale. Body corporate bi-laws limit pets to household owners only and not guests staying at properties situated on Edgewater Estate.
- 25. **CLEANING POLICY WILL BE STRICTLY ENFORCED.** The premises are expected to be left in a clean and similar manner as to what they were presented on your check-in. Accordingly, additional cleaning charges will be charged to you (the guest/s), at our discretion. Cleaning charges over and above the allocated cleaning times will be charged at the rate of \$35.00 per hour. On departure please ensure:
 - Fridges - Have leftovers removed and the fridges wiped out
 - BBQ - Clean after use
 - Stove, oven and microwave – Wiped down clean
 - Rubbish – All rubbish and recycling to be placed in the appropriate council bins provided outside. Please note that rubbish collection is early Friday mornings.

I agree to, and have read and understood the above terms and conditions (both pages 1 and 2). I have nominated the credit card below for any incidentals (security bond).

Signed: Date:

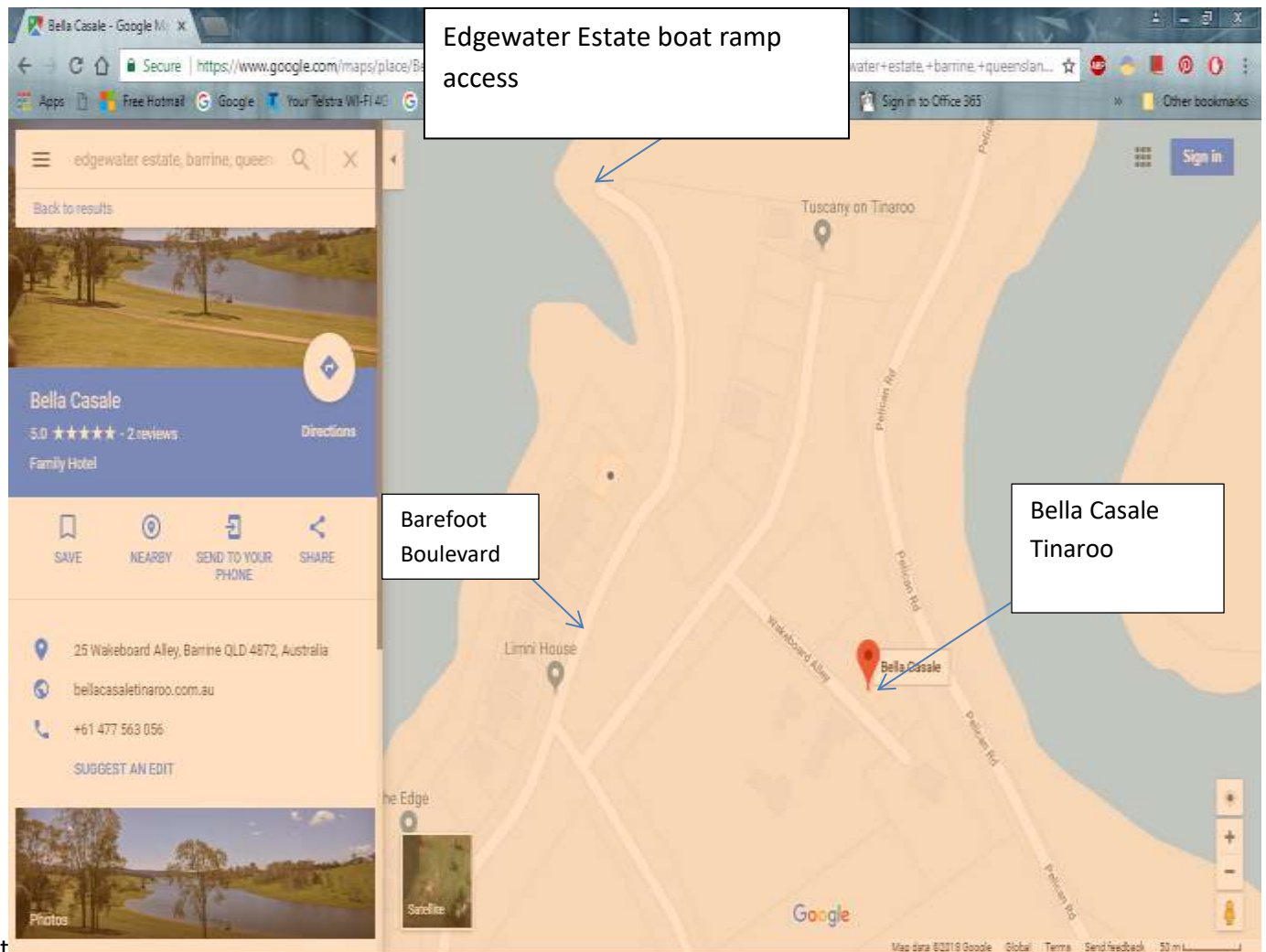
Print Name (as shown on credit card)

Credit Card Number: Expiry:

Type: Visa or Mastercard (Amex and American Express not accepted) CCV Number:

PLEASE EMAIL THE COMPLETED, SIGNED & DATED 'TERMS & CONDITIONS' TO OUR OFFICE. YOUR BOOKING WILL NOT BE ACCEPTED UNTIL RECEIPT OF THIS DOCUMENT.

BELLA CASALE | PO Box 399, GORDONVALE. QLD. 4865. | Ph: 0477 563 056 | info@bellacasaletinaroo.com.au



Boats/water-craft may be moored in front of Bella Casale Tinaroo, but must be launched and retrieved from the Edgewater Estate boat ramp (situated at the end of Barefoot Boulevard)

