

HOLIDAY HOME TERMS AND CONDITIONS

CANCELLATION POLICY:

- All bookings cancelled or transferred will incur a \$50 cancellation fee.
- In addition, any booking cancellations or transfers less than 6 weeks prior to the start date will forfeit 50% of the payment for those days not relet.
- The club will not reimburse any monies paid where the member does not complete their allocated tenancy duration.

PETS: Pets are not permitted at any EWSC holiday home site, including visitor's pets.

WHEN BOOKING AND PRIOR TO YOUR STAY: Bookings are confirmed and paid for in full at time of booking. Unless otherwise arranged with the office.

Full week bookings are for 7-14 consecutive nights. Partial bookings are for periods of less than 7 nights;

- The period of all tenancies is from 3.00pm on the day of arrival until 10.00am on the day of departure. Early check-in and late departure require the authorisation of EWSC Manager, and may incur additional charges.
- School holiday ballot periods - during WA school holidays, only 7 nights 'whole week' bookings commencing Saturday are accepted and are drawn via ballot.
- Partial bookings may be subject to a challenge by a full week booking if no less than 2 months out from the start date of your stay. If challenged EWSC will first provide the initial booking the opportunity to increase their booking to a full week, however if declined the partial booking will be fully refunded.

The member making the booking must be personally staying at the properties throughout the booking. Bookings are not transferable to anyone else and subletting is not permitted.

The manager may at any time decline bookings or apply any additional conditions deemed necessary, including the imposition of a bond of up to \$2,000.

ACCOMODATION FEES: Surcharge fees may be applied to future bookings up to 12 months.

SCHOOL LEAVERS WEEK: The Member booking the property **MUST** be present at the property for the entire duration of the booking.

- EWSC Manager and/or the Caretaker will request tenants to immediately vacate the premises, if (in **their opinion**) any breach of behaviour or damage to property is considered inappropriate. In the event the tenant refuses to leave the property immediately, the Police will be called. The Caretakers have been directed **not** to discuss the matter with tenants, simply advise the tenant to leave and refer the matter to the Energy West Social Club Manager.
- The Member agrees that **NO** School Leavers Week parties, celebrations or gatherings will be held at the Energy West Social Club property hired by the Member.
- The Member will be responsible for any costs incurred relating to any damage to the property and/or additional cleaning required caused as a result of their stay.

The Holiday Home Code of Conduct and Terms and Conditions are subject to change without notification. The Terms and Conditions that are published on the Energy West Social Club web site at the start date of your accommodation booking will apply for the duration of your booking. Please ensure you have read the current version of the Terms and Conditions as at the start date of your booking.

HOLIDAY HOME CODE OF CONDUCT

The following Code of Conduct governs Energy West Social Club member/s behaviour and use of property. The EWSC member agrees to follow the guidelines below for themselves and any visitors they allow at the property:

KEYS: Are to be left in the key security boxes provided on the premises upon checkout, with the numbers on the security box scrambled.

EWSC MEMBER: A responsible adult (over 18 years of age) shall be on site at all times when children are present. The member booking the unit is responsible for the conduct of all occupants and guests, ensuring that no inconvenience is caused to other tenants, or residents in adjoining properties. No unauthorised people are permitted to stay overnight.

NOISE AND NUISANCE: 6 people maximum allowed per property at all times. Parties and excessive noise are strictly prohibited. The office/club reserves the right to evict any member whose behaviour is unacceptable and anti-social. We recommend noise should generally cease after 9pm Sunday through to Thursday and 10pm Friday and Saturday.

SHIRE REGULATIONS: Member's attention is drawn to the licencing provisions imposed on Energy West Social Club Holiday Homes by local shires and councils. *This licence provides for the quiet enjoyment of using the facility and restricting the number of occupants to a maximum of 6 at any time.* Any infringement will result in the member being required to immediately vacate the premises and forfeiting their booking.

EVICITION FROM PROPERTY: EWSC reserves the right to eject from the property any member or guest who commits a serious breach of the Code of Conduct and may decline to accept future bookings from that member. The caretaker is authorised to ensure that tenants comply with these terms and conditions.

VEHICLE PARKING: The Member agrees to use only the parking spaces provided and not to park on lawn or garden areas on the property, or on the street verge or street itself outside the property. Do not park cars, boats, trailers or caravans on the lawn. Trees, gardens, lawn and reticulation at the property must not be damaged.

UPON CHECK IN: Please check the unit for cleanliness and the contents of your unit as per the inventory checklist provided in your booking confirmation, otherwise a copy can be found further in this folder. All breakages and any damage whatsoever must be reported to the caretaker including any issues with cleanliness. Any electrical and plumbing issues, or complaints, should be referred, in the first instance to the caretaker. EWSC reserves the right to access units to attend to maintenance issues as may be required from time to time

UPON CHECK OUT: Members are responsible for maintaining and leaving the unit in a clean and tidy condition. This includes sweeping floors, vacuuming carpeted areas, mopping all hard floor areas, removing rubbish from internal bins, making beds, and cleaning kitchen, toilet and bathroom areas. The tidiness of the area surrounding the unit is also the tenant's responsibility. There is a detailed checklist contained further in this folder.

PAID CLEAN: If you would prefer to have the house cleaned, a charge of between \$60 and \$90 will be required. Please contact the EWSC office on 9326 4076 to book and make payment. Please note that requests for a clean inside 7 days of the booking start date are at our discretion, and we may not be able to provide this service.

ADDITIONAL CHARGES: The member booking the unit will be responsible for any loss, damage or failure to clean the premises. Major items (mattresses, furniture etc), if damaged or soiled, will be replaced at the expense of the member.

Caretakers expenses will be passed onto a Member

- If member leaves the Holiday Home in an untidy state on your departure, and a cleaning service is required before the next booking checks in, you will incur an account for the cost of this cleaning service.
- If a call-out is the result of a Members actions (e.g. locking keys in the property or breakage caused by a Member or Guest).
- If a call-out is for a non-urgent matter.
- If member fails to checkout on time or arrives before the check in time. (The hours between check out and check in are for the caretaker to undertake cleaning, maintenance and repairs to the property).

Failure to pay any such account will result in a ban on future holiday home rentals and club activities until the debt is cleared.

COTS AND HIGH CHAIRS: are made available ONLY by prior arrangement, these do not incur any cost to our members.

NON SMOKING: All EWSC accommodation is strictly non-smoking.

FIRES: The member agrees not to allow any candles, open fires or similar to burn unsupervised within the premises. No open fires are permitted outside at anytime. Barbeque facilities must be used in a safe manner and cleaned after use. Further information on Barbeque facilities can be found within this folder.

WOOD HEATER: Those properties with a wood heater, note firewood is not supplied however is available at various locations around the area including some Service Stations and Hardware Stores.

RUBBISH DISPOSAL: Rubbish must be placed in the bins provided and food scraps wrapped as required by health department by - laws. All rubbish is to be disposed of in the Council supplied bins upon checkout. Further information on waste and recycling can be found within this folder, along with the appropriate collection days. Please ensure bins are placed kerbside the evening before to ensure collection is not missed.

RETIC: All properties are on automated reticulation, and water bans are enforced by local council during specific periods. Further information on reticulation watering days can be found within this folder.

PERSONAL INJURY, DAMAGE OR THEFT: EWSC will not accept any responsibility whatsoever for any personal injury to the member or their guests, or for the damage, theft or loss of their goods or belongings.

FEEDBACK: We welcome feedback, so please take the time to complete our Welcome Home Survey which is emailed to you after your stay or alternatively you can email us on feedback@energywest.com.au