



BOOKINGS TERMS and CONDITIONS POLICY

The following Terms and Conditions are aimed at ensuring all members enjoy their stay and EWSC can continue to provide holiday homes at affordable rates. A confirmed and paid booking is taken as acceptance of these Terms and Conditions (T&C). Member's attention is drawn to the licencing provisions imposed by local shires and councils. This licence provides for the quiet enjoyment of using the facility and restricting the number of occupants as advised at the time of booking. Any infringement will result in the member being required to immediately vacate the premises and forfeiting their booking.

WHEN BOOKING and PRIOR TO YOUR STAY

1. Bookings are confirmed and paid for in full at time of booking. Unless otherwise arranged with the office.
2. 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 2.00pm on the day of arrival until 10.00am on the day of departure
 - 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.
3. 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.
4. 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.
5. Pets are only permitted at Pet Friendly EWSC holiday homes where a Pet Friendly booking has been made. The current Pet Friendly Homes are 17 Settlers Retreat, Margaret River and 21 Stewart Street, Mandurah. Please note additional requirements under "Pet Friendly Holiday Homes" below. EWSC will not be responsible for any pets or members with allergies staying at these properties.

DURING YOUR STAY

6. Please check the unit for cleanliness and report any problems to the caretaker. Arrival and departure keys will be left in a locked box for your arrival as per the property information pack sent to you with booking confirmation. Please leave keys in the lock box when departing.
7. The contents of your unit should be checked on arrival. All breakages and any damage whatsoever must be reported to the caretaker. Major items (mattresses, furniture etc), if damaged or soiled, will be replaced at the expense of the member.
8. Standard Cots and high chairs can be made available by prior arrangement, these do not incur any cost to our members.
9. Tenants 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.
10. If you leave 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. Failure to pay any such account will result in a ban on future holiday home rentals and club activities until the debt is cleared.
11. If you would prefer to book a cleaning or linen service this must be booked and paid for prior to your stay.
12. Rubbish must be placed in the bins provided and food scraps wrapped as required by health department by - laws.
13. All EWSC accommodation is strictly non-smoking.
14. 6 people maximum allowed per unit 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.
15. 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. Tents are strictly prohibited.
16. Any electrical and plumbing issues, or complaints, should be referred, in the first instance to **the caretaker**.

17. EWSC reserves the right to access units to attend to maintenance issues as may be required from time to time.
18. 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.
19. EWSC will not accept any responsibility whatsoever for any personal injury to the member or their invitee, or for damage, theft or loss of their goods or belongings.
20. Caretakers expenses may be passed onto a Member if a call-out is 1) the result of a Members actions (e.g. locking keys in the property or breakage caused by a Member/Guest) or 2) for a non-urgent matter.
21. Surcharge fee's may be applied to future bookings up to 12 months.

CANCELLATION POLICY

All confirmed bookings transferred or cancelled more than 6 weeks prior to the occupancy date, will automatically incur a **\$50 cancellation fee**. Bookings cancelled less than 6 weeks before the date of occupancy, will lead **to 50% of the full payment** being forfeited if the club is unable to relet the unit. If the unit is re-let in its entirety, then a **\$50 cancellation fee** will still be imposed. The club will not reimburse any monies paid where the member does not complete their allocated tenancy duration.

BREACHES OF TERMS and CONDITIONS

The member booking the unit will be responsible for any loss, damage or failure to clean the premises. The board of management of EWSC reserves the right to eject from the unit any member who commits a serious breach of these T&C and may decline to accept future bookings from that member. The caretaker is authorised to ensure that tenants comply with these terms and conditions.

PET FRIENDLY HOLIDAY HOMES

The following applies to all Pet Friendly bookings at Pet Friendly EWSC holiday homes.

- All pet friendly bookings must be made through the EWSC office, no online bookings can be secured.
- Pet friendly bookings will incur an extra \$15 per day charge and a compulsory clean fee of \$100.
- Pets must be disclosed and booked at the outset of the booking (and appropriate Pet Friendly Property fees paid).
- Pets of the member and family occupying are allowed only and no visiting pets are allowed.
- Pets must be registered and have a current and up to date vaccination certificate. You will be required to produce a copy of these documents if requested.
- Pets must be healthy – i.e. free from worms, fleas etc.
- Aggressive pets are not allowed.
- The member must supply all pet bedding and pet food/water bowls – bowls, plates etc supplied at the property are not for pet use (to avoid contamination between animals)
- Pets are not allowed in bedrooms or on holiday home furniture at any time.
- Pets must be toilet trained and clean.
- All pet droppings must be removed by the member prior to departure. All dropping and pet tray litter, must be securely enclosed within appropriate plastic bags prior to disposal in a rubbish bin. Please bring appropriate bags with you.
- Pets that are “on heat” are not permitted at a holiday home.
- Pets must not be allowed to roam and must be under the control of the member always.
- EWSC will not hold any responsibility for pets staying at the properties.
- Pets must not be left unattended at any time at the properties.
- Members will be financially responsible for any damage caused by their pet.
- Soiling of any room will incur a pet cleaning fee per room.
- No excessive noise, including barking, is allowed.
- Breach of any of the above conditions may, at the discretion of the Manager, result in the termination of your booking and additional charges may apply (no refunds will apply).
- Please be aware that local Councils, parks, beaches and National Parks may place restrictions on pets. To avoid any disappointments or breaches of their requirements we suggest you research this prior to attending.

These 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.