



## **Tuscany Apartments Terms and Conditions of Tenancy**

Holiday Property Sales & Rentals welcomes you to Tuscany Apartments. We are rated four and a half stars in the self catering category which is reflected in the tariffs that you have agreed to pay for your accommodation. The crew and the owners of all our apartments continue to invest to maintain the high standard of our accommodation while at the same time maintaining the competitive tariffs agreed to. We cannot continue to achieve this without your co operation.

There is no 24 hour reception, no staff to assist on a daily basis and no room service. The office is there to facilitate the bookings on behalf of the owners and administration of the body corporate for the strata plan. We offer a self catering category of accommodation.

We do not offer International Hotel style accommodation or services. The tariffs reflect that the apartments will be returned to a condition similar to that of when you arrived.

### Pets

Tuscany Apartments are not suited to pets and they are not permitted.

### Sleeping bags

Tuscany Apartments do not permit sleeping bags to be taken onto any part of the property and they are not to be laundered onsite.

### Refunds

Tuscany Apartments will not refund in the event that your stay is cut short for any reason.

### No show

In the event of no show, regardless of the reason for the no show, in busy periods we will attempt to relet all or part of the period. Losses will accrue if the apartment is not relet.

### Quiet times

Tuscany apartments have quiet times between 10p.m. and 7.am. Loud noise or boisterous behaviour will not be tolerated at any time.

### Assisted cleans

Tuscany Apartments is rated four and a half stars in the self catering category and this is reflected in the tariffs charged.

There is no 24 hour reception, no staff to assist on a daily basis, no room service. Should a guest indicate, by their behaviour or their actions, that they require assistance with returning the apartment to the condition it was in on arrival then a \$65 assisted cleaning fee will be charged to their credit card. All breakages, loss or damage to the premises

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and/or furniture and fittings must be reported to the crew immediately and paid for by the tenant as necessary.

Stains on carpets and furnishings are "damage" and as such the cost for additional cleaning of same must be paid for by the tenant. As some marks are impossible to remove, for your own protection, please report existing marks to managers upon taking up occupancy.

### The Swimming Pool

The swimming pool is for the exclusive use of Tuscany guests only. It is available from 8am until dusk. No boisterous behaviour or undue noise will be acceptable at any time. Children under the age of 13 must be accompanied by a responsible adult at all times and the safety gates are to be closed at all times.

Glassware and breakables must not be taken into the fenced area surrounding the pool.

### Smoking

Smoking is only allowed on the grassed areas throughout the complex away from the apartments and is not encouraged close to the apartments or on balconies or terraced areas.

### Smoke and Cooking odours

Any loss as a result of smoke odours or cooking odours is recoverable from the guest responsible for the apartment. It has occurred where incoming guests have refused to take up occupancy due to tobacco smells and or strong cooking odours from previous tenancies. Such losses are to include deodorising the entire apartment and recovery of loss of revenue.

### Clothing, Apparel and laundry displayed around the complex.

To comply with the conditions of the Body Corporate for the strata plan, drying or displaying any article of clothing, apparel or laundry is to be restricted to the clothes lines provided at the end of the garages. Nothing should be draped over the balconies, furniture, terraces or pool fence.

### Grounds and Gardens

Bicycles, surfboards, body boards, fishing gear, sporting equipment esky's etc are to be stored in the garage provided and not on balconies and terraces or in apartments. When playing ball games etc please be aware of other guests and cease if you are interfering with there peace and enjoyment.

### Recycling

You will be encouraged to join in our recycling efforts. Newspapers, magazines cardboard and glass is to be placed in the bins with the yellow lids.

## General waste

Bags will be provided and when full they are to be placed in the large skip style bins with the blue lids.

## Compost and Garden Waste

Is to be placed in the bins with the light green lids. These are not for any other use. Council refuse to empty bins that have the wrong materials inside. The most unpleasant task any member of crew has to undertake is the removal of the contents of bins and the sorting of same. Any one observed to breach this protocol will be requested to attend to the sorting them selves.

Tuscany Apartments are rated four and half stars in the self catering category and this is reflected in the tariffs. Should you require assistance with disposal of your waste either during your stay or on departure then feel free to avail yourself of the assisted cleaning facility available for \$60 and charged to your credit card.

## Parking

There is no circumstance when it is acceptable to park on the grass. There is a garage associated with your apartment letting. When that is occupied you may use a vacant dedicated paved parking area. When they are occupied you may park on the street.

## Telephones

Direct dial telephones are provided for your convenience and to allow internet access. You will find your mobile phone more economical. The cost of all direct dial calls and internet access are to be settled in cash prior to your departure.

## Library and brochures

There is a limited supply of books magazines, videos for you to borrow with our compliments. Please return after use for others to use. For a better selection of all of the above there is a Video store near Woolworths that is happy to rent to visitors and a tourist information office in the centre of town in Beach Street. The two supermarkets in town trade very generous hours. Charcoal chicken, cycle and board hire and fishing tackle, bait and advice as well as Takeaways are at the end of the street, towards the beach.

## Administration office

Tuscany Apartments are rated four and a half star in the self catering category and this is reflected in the tariffs. There is no 24 hour reception, no staff to assist on a daily basis and no room service. The office is there to facilitate the bookings on behalf of the owners and administration of the Body Corporate for the strata plan.

Should anything have been overlooked in the preparation of your apartment prior to your arrival or indeed if you need any assistance with a maintenance issue and the Administration

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Office is unattended then simply call 02 6495 2030 and your matter will be given a priority. After hour calls for toilet paper, dripping taps or blown light globes do not receive the highest priority response.

In the case of an emergency where life or property are at risk call Triple 000.

### Chemists

There are two in Merimbula in the main street near the pedestrian traffic lights. They operate from 9.00 a.m. until 5.00 p.m. 9.00 am until 12.30 p.m. Saturday and occasionally on a Sunday morning.

### Doctors

There are a number of Doctors available please refer to the yellow pages provided in your apartment kitchen draw for details.

### Casualty and after hours

Pambula Hospital, Merimbola Street, Pambula 02 6495 6002.

In an emergency call Triple 000.

### Taxi Service

Merimbula Taxi Service is 02 6495 2103. Most clubs and pubs will have complimentary transport available to pick you up and drop you back again. Use the yellow pages to make your enquiries.

### Number of Guests

The number of guests registered is confirmed in your booking confirmation and will never exceed the number of beds provided.

### Arrival and Departure

#### Arrival time 2.p.m.

The balance of all monies owing will be collected prior to taking up occupancy of the apartment.

Collection of keys and access to your apartment must be confirmed prior to arrival. Arrangements are required for collection of the keys.

#### Departure time 9.a.m.

Direct dial phone account must be settled the day before departure.

Keys are to be deposited into the drop box next to the Administration Office by 9.a.m on the morning of departure and the apartment is to be vacated.

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If you choose to spend some time at the beach, in the pool or enjoying Merimbula some more you are welcome to arrange storage of your belongings with staff and shower at the pool or B.B.Q prior to your departure later in the day.

### Cancellation Fee's

In the event of a cancellation the deposit or relevant tariff will not be refundable until a subsequent deposit or tariff is received for a booking that avoids any loss on behalf of Holiday Property Sale & Rentals, Tuscany Apartments or the owner of the apartment.

### Breakages or loss and damage

All breakages and loss or damages are to be reported immediately. Stains and food spills are damage and require notification and remedy.

Any loss is the responsibility of the guest. All existing damages should be brought to the attention of the Crew immediately on arrival.

The recovery of cutlery, crockery and fixtures and fittings as a result of progressive meals etc is the responsibility of the guests and will be considered a loss until remedied.

An assisted clean is available for those not wishing to remedy this situation and will be charged to your credit card at \$60.00.

In the event of Loss or damage to a key the cost is to be recovered from the guest immediately and is not restricted to the replacement cost of the key. It may include the replacement of the barrel and the cost of the locksmith and any tag associated.

The crew reserve the right to terminate any tenancy that in their opinion is not in the best interest of the rest of the guests the owner of the apartment or in the best interest of the body Corporate. There is no refund if your stay is cut short for any reason.

The crew will ask for assistance in removing unwanted guests from the New South Wales Police Service

### Personal Belongings

There is no insurance available for guests personal belongings or property. Please ensure that everything is locked securely away in the garage and not on the balcony or terrace or left lying around the grounds.

Guests are bound by the Strata Titles Act. By laws. A copy is available for your perusal on the Administration office wall.

### Crew Access

A crew member or repair person may enter a guests' apartment in their absence to carry repairs or maintenance or to carry out an inspection.