



**YOUR EXPECTATIONS OF TORQUAY – A GREAT HOLIDAY!**  
**OUR EXPECTATIONS – OUR HOME AND NEIGHBOURS ARE RESPECTED!**

**Terms and Conditions - Holiday Rental**

Thank you for choosing to stay with us. It is important you thoroughly read, understand and sign as accepted these terms and conditions.

We hope you enjoy your stay in the district.

1. Check in will commence from 2pm on arrival & conclude at 10am on departure. Additional charges will be levied for late check out.
2. **The maximum number of occupants is not to exceed the agreed number of people when booking for the property. Overloading will render the tenant liable to termination of the booking with no refund. In addition to this TAC will levy \$100 per person per night for people residing at the property over the mutually agreed number when booking. You agree in signing this document to this being charged to your pre-ordained credit card or other method sought.**
3. Tenants agree to allow TAC staff member or his/her nominee to enter the rented premises to carry out any necessary repairs should the need arise.
4. No smoking at any time inside any of Torquay Accommodation Centre properties. A \$250 reinstatement fee will be applied to any property found to have been smoked in. This will be charged to your credit card.
5. Any breakages, damage, missing items & lost keys must be reported to our staff members & paid for immediately.
6. **Lost keys are levied at a cost of \$10.00 per key for standard key.**
7. **Any damage not reported or found on inspection for the rental will be charged to the pre ordained credit card details.**
8. Tenants are required to supply their own linen for the duration of the tenancy or use the linen service prior to arrival. Additional charges will be passed on for laundering mattress's, protectors or pillows if this is required
9. **Strictly no dogs (or other pets) under any circumstances.**
10. **Premises must be left clean and tidy otherwise an additional cleaning fee will be charged to your credit card. All rubbish must be removed.**
11. Furniture or household effects are not to be removed from the premises and all must be left in the same position as at the commencement of the tenancy.

12. Occupation of premises which TAC staff has reason to believe is causing a nuisance to neighbours or place the property owner in a situation of loss will be **terminated** immediately with no refund given. Any malicious damage or behaviour will be reported to police immediately.
13. Keys can be collected from our office after 2.00pm or by close of business on day of arrival. If this proves to be unsuitable please contact our office for alternative arrangements.
14. **Keys must be returned to the Agent's office immediately on vacating the property.**
15. **No responsibility is taken for tenants personal property left on the premises.**
16. Bookings only confirmed upon full payment. Deposit & final payment must be received by the due dates. Cancellation conditions apply. See Cancellation Policy for further details.
17. All bookings are for the dates shown on the receipt only. We reserve the right to cancel any booking should the need arise. The booking is made in good faith by the staff member, but may be subject to change as may be notified by the owner prior to the commencement of the booking. We will not accept responsibility for actions taken by the owner of the premises outside our control. (Every endeavour will be made to offer a suitable alternative if this occurs)
18. **Our staff will describe the premises and location to the best of their ability and in good faith, no responsibility or refunds for alleged mis-description will be accepted.**

**Property Address:** ..... **Check In Date:** ...../...../.....

**Agreement Dated:** ...../...../.....

**Print Name Below:**

**Agreed and signed Below:**

.....  
**Tenant**

.....  
**Tenant**

.....  
**Torquay Accommodation Centre**

**\* SIGNATURE MUST BE PERSON WHO HAS SUPPLIED CREDIT CARD**  
**\* \*PLEASE RETURN BY MAIL/FAX OR BRING WITH YOU ON CHECK IN**