



## BRIGHT HOLIDAY *Accommodation*

### TERMS & CONDITIONS OF TENANCY

***We hope you have an enjoyable stay in our beautiful town. To protect all parties involved in the letting of your fully self-contained property we ask that you carefully read the following Terms & Conditions.***

Bright Holiday Accommodation reserves the right to change the wording, add to, delete or modify these terms and conditions.

We participate in the Bad Books Register and reserve the right to list guests who do not adhere to our Terms and Conditions.

### **Arrivals, Departures & Keys**

Check-in time is 2.00pm. Check-out time is 10.00am. Keys are to be returned to the office by 10.00am on day of departure and failure to do so may result in additional charges.

Instructions on how to collect your keys out of office hours will be sent to you during the week of your arrival. Keys are to be collected from our office at:

Dickens Real Estate  
20 Ireland Street,  
Bright 3741 Victoria

Our office hours are Monday to Friday 9.00am to 5.00pm and Saturday 9.00am to 12 noon.

**Please call 03 5750 1305 for all enquiries.  
Please note the office is closed on Sunday and Public Holidays.**

Keys **will not** be left out for collection out of office hours unless the booking is paid in full and the Guest Registration has been completed, returned and processed.

Guests are responsible for the safekeeping of keys and/or remotes. If keys and/or remotes are lost you will be responsible for the changing of the locks and remotes (if applicable) and the cutting of 4 new sets of keys.

Should a guest require duplicate keys after hours a \$50 service fee is applicable. If no keys are available, guests may be liable for any costs involved in gaining entry to premises. Duplicates are NOT always available.

***Guest must not break in or attempt to break into premises when locked out.***

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### **Security Bond**

Bright Holiday Accommodation reserves the right to use Credit Card details provided to cover excess costs for reasons such as, but not limited to

- Intentional or accidental damage to property, furniture, fixtures or fittings.
- The replacement of missing items from the property.
- Excessive cleaning costs (this includes ANY extra cleaning due to pets being at the property).
- Removal of excess rubbish.

If valid credit card details are not able to be provided, we will require a security deposit of \$400 to be held in our trust account. Funds will be returned to your nominated bank account with 14 days of departure.

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## **Bright Holiday Accommodation Cancellation Policy**

All cancellations are to be received in writing, either by mail or email.

Special conditions apply for cancellations. In the event of extenuating circumstances and/or requests to change booking dates, consideration will be taken into account by Bright Holidays on a case by case basis.

Generally, if the booking is cancelled more than 30 days prior to arrival date, monies will be refunded less 10% of the entire booking. If cancellation is less than 30 days prior to arrival date, monies will only be refunded (less 10% of the total booking) only if the premises can be re-booked for the entire period.

The \$55 booking fee is non-refundable if you cancel a reservation.

If you shorten your stay, the unused portion of your rental is not refundable. Bright Holidays retains the right to negotiate the tariff or length of stay to obtain a booking on a cancelled booking as we deem necessary.

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## **Cancellation By Owner**

The Owner reserves the right to cancel any bookings if, and not limited to:

- Change of ownership or change of use of the property.
- Local government Holiday Accommodation approval is withdrawn.
- The property becomes inhabitable.
- Any other reason.

Every reasonable endeavour will be made to offer alternative accommodation should this occur.

If the property is for sale and the ownership changes before your holiday, we cannot guarantee that the property will remain available. We cannot accept responsibility for decisions made by a new owner. However, if the property is sold, you will be notified, allowing time to organise alternative accommodation.

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## **Out of Hours Contact**

The Bright Holidays **Emergency** out of hours phone number is 0438 501 270.

In the event of a call out after hours a call out fee may apply if deemed a non-emergency.

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## **Linen**

Linen, towelling and toiletries are provided at most of our holiday properties, but not all of them. Please check the property details to confirm whether or not linen is provided.

**Please note linen must be used on all beds.**

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## **Guest Numbers**

Each holiday property is equipped for a specific number of guests. It is against Health Department regulations for more persons to occupy a property than there are beds to accommodate them.

No mattresses, tents or caravans, or more cars than the property accommodates are allowed. **If a property is reported to be over-occupied, the tenants will be asked to vacate with no refund made.**

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## **General Obligations of Guests**

Maintain the property in a clean and hygienic state during your stay.

On departure, please ensure the fridge is cleaned out, dishes are washed and put away and all rubbish is put in the outdoor rubbish bins. Leaving the property in an unsatisfactory condition may result in additional cleaning charges.

If you use the BBQ please ensure that it is left clean and tidy or additional cleaning fees will be charged.

All Bright Holiday Accommodation properties are NON-SMOKING.

All holiday properties are privately owned. Please respect the owner's property and under no circumstance should furniture be moved. A fee may be charged should this occur.

Should you discover a fault or breakage when you arrive, please advise us immediately or we will consider those the responsibility of the current guest and charge accordingly.

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## **Pets**

Bright Holiday Accommodation has pet friendly properties but under NO circumstances are pets allowed on any holiday property unless we are notified during the booking process.

Pets are NOT allowed on any furnishings in our properties. You are required to clean up after your pet inside and outside the property. A fee will be incurred for any excess cleaning of furniture, carpets or lawns due to these rules not being adhered to.

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## **Noise and Residential Amenity**

All laws must be observed, you are in a residential area and regard must be paid to the quiet enjoyment of other occupants in the building and neighbouring properties.

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## **Tariff Amendments**

Tariffs are subject to change without notice. Should this occur you will be notified and given the opportunity to pay the difference in tariff or receive a full refund of monies paid.

We will also offer you alternate accommodation if possible.

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## **Security, Personal Property and Liability**

Bright is a relatively safe place however we encourage all guests not to be complacent. Guests are responsible for keeping the property secure during their stay and will be responsible for any theft or damage due to neglect in this area.

No liability is accepted for any injury, debt, damage, loss, delay, expense or inconvenience caused directly or indirectly by events beyond Bright Holiday Accommodation or the owner's control.

No responsibility is taken for guests personal property left on or near the premises.

It is recommended that guests take out personal property insurance or adequate travel insurance should any unexpected situations arise before or during your travel period.

No responsibility is taken for guests personal property left at properties. If requested we will endeavour to recover and return items of value inadvertently left in your holiday property but take absolutely no responsibility for the recovery or return.

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## Repairs and Maintenance

Should a tradesperson be sent out upon a guests request to carry out a repair that was unnecessary, the cost of the callout will be charged to the guest.

All properties under Bright Holidays Accommodation management are privately owned and are rented on a fully self-contained basis. In the event of faults and/or malfunctions of appliances or inclusions there is no obligation from the owner or Bright Holidays Accommodation to compensate or discount.

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## Unforeseen Circumstance

At times situations arise of which we have no control. Bright Holidays reserves the right to move visitors to alternate accommodation (subject to availability) at their discretion or by the direct instruction of the property owner. In this instance, we will notify you as soon as possible and make every reasonable effort to make sure you are satisfied with your new address.

In the event of renovation/building work being carried out in or near the holiday premises, such work is beyond our control and we cannot accept responsibility for any disturbance, noise or inconvenience you may suffer as a result. No discount will be negotiated for any of the above.

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## Parking

Guests and visitors must comply with parking regulations and show consideration to neighbours.

Guests are not to park vehicles or trailers on lawns or gardens. Any damage to lawns, gardens or watering systems will be charged to the guests.

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## Property Expectations

Internet descriptions of the holiday properties are made in good faith. Our staff will describe the premises, position and furnishings to the best of their ability and in good faith. **No responsibility or refunds for alleged misrepresentation can be accepted.** Please choose your property carefully using the information provided on our comprehensive website. There is no provision to change properties on your arrival if you are unhappy with your choice. (Other than on the basis that the full rental due be forfeited and full rental on new premises is paid prior to occupancy).

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## Lost Property

Guest lost property will be held at our office for 14 days from your departure date. On the 14th day, all items will be disposed of. Lost property items can be collected from our office or if requested arrangements can be made to have your items posted back. Bright Holidays does not cover any costs associated with any damages or missing property after departure.

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[Bright Holidays is part of the Dickens Real Estate Group]  
**Committed, professional & giving back to our Community since 1953**