



## BRIGHT HOLIDAY

*Accommodation*

Bright Holiday Accommodation is part of the Dickens Real Estate group. We manage bookings for short term holiday accommodation on behalf of the property owner.

### TERMS & CONDITIONS

***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.

### **Check-in**

Keys will be available for collection from 2pm on the day of arrival **except during the Easter, school holidays and the Christmas/January school holidays where check in is from 3pm.**

Keys are to be collected from our office lock box at:

Dickens Real Estate  
20 Ireland Street, Bright

Our office hours are Monday to Friday 9.00am to 5.00pm

**Please call during business hours 03 5750 1305 for all enquiries.  
Please note the office is closed on Weekends and Public Holidays.**

The code for the lock box will be send by email at least 24 hours prior to your arrival.

### **Check-out**

Check-out time is 10.00am. Keys are to be returned to the office **by** 10.00am on the day of your departure. Failure to do so may result in additional charges. Please see the section "Care for the Property" to understand your obligations at check-out.

---

### **Security Bond**

Bright Holiday Accommodation reserves the right to use the credit card details provided for payment to cover excess costs for reasons such as, but not limited to:

- Intentional or accidental damage to property, furniture, fixture or fittings.
- The replacement of missing items from the property.
- Excessive cleaning costs. A minimum charge of \$200 will apply should the "General Obligations of Guests" clause of these terms and conditions not be followed
- 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 within 14 days of departure.

## **Bright Holiday Accommodation Cancellation Policy**

As the properties managed by Bright Holiday Accommodation are individually owned, each property has a different cancellation policy in line with the property owner's preference. The following policies are in place, and you should check your selected accommodations listing and correspondence received from us to be clear which policy applies to your booking.

### **STRICT POLICY**

- If notification of a cancellation or amendment is received **more than 28 days** prior to the booking arrival date, a fee of \$110 (including GST) will apply and will be deducted from the deposit paid prior to the issuing of a refund.
- If notification of a cancellation is received 28 days or less prior to the booking arrival date no refund or credit will apply.

### **STANDARD POLICY**

- If notification of a cancellation or amendment is received **more than 14 days** prior to the booking arrival date, a fee of \$110 (including GST) will apply and will be deducted from the deposit paid prior to the issuing of a refund.
- If notification of a cancellation is received 14 days or less prior to the booking arrival date no refund or credit will apply.

### **FLEXIBLE POLICY**

- If notification of a cancellation or amendment is received **more than 7 days** prior to the booking arrival date, a fee of \$110 (including GST) will apply and will be deducted from the deposit paid prior to the issuing of a refund.
- If notification of a cancellation is received 7 days or less prior to the booking arrival date no refund or credit will apply.

All cancellations are to be received via email.

### **Extenuating Circumstances**

If you are cancelling for extenuating circumstances, consideration will be given by Bright Holidays on a case-by-case basis.

If local, state, or federal government bodies mandate restrictions that prevent you from staying at your booked accommodation, this will be considered extenuating circumstances and a credit of all monies paid will be offered for a future booking (within 12 months of your disrupted stay) or a refund less our \$55 booking fee.

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.

Bright Holiday Accommodation recommends all guests consider taking out travel insurance should something unexpected arise to prevent you staying that is not deemed to be extenuating.

---

### **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. Should alternative accommodation be available, Bright Holiday Accommodation nor the property owner is liable for any price difference.

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 and becomes unavailable, you will be notified as soon as possible, and a full refund will be issued.

---

## **General Obligations of Guests**

### **Out of Hours Contact**

The team members at Bright Holidays work regular office hours, as such, the Bright Holidays **Urgent** out of office hours phone number will be made available to you with your keys on arrival. This contact number should be reserved only for urgent issues. Examples of urgent issues include burst water pipes, no hot water or locked out of property. In the event of a call received after hours a call out fee may apply if deemed non urgent.

---

### **Linen**

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

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

---

### **Guest Numbers**

Each holiday property is equipped for a specific number of guests. Guest numbers must not exceed the maximum number.

Tents and caravans are prohibited at our properties. **If a property is reported to be over-occupied, the guests will be asked to vacate with no refund made.**

---

### **Parties & Gatherings**

Bright Holidays has a strict NO party policy. Should a party or event be reported that is disruptive to the quiet enjoyment of the neighbouring properties, guests will be asked to vacate the property immediately with no refund made.

---

### **Care for the property**

Guests shall 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.

---

## **Security & Keys**

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

Should a guest require duplicate keys after hours a \$55 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.

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

---

## **Pets**

Bright Holiday Accommodation has some pet friendly properties. Maximum 2 pets. Under NO circumstances are pets allowed in any holiday property that is not listed as pet friendly. 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 charged for any excess cleaning of furniture, carpet or lawns due to these rules not being adhered to. Should a pet be found to be staying at a property not listed as pet friendly, you will be required to have the animal housed elsewhere during your stay or vacate the property. No refund will be available in these circumstances.

---

## **Noise and Residential Amenity**

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

---

## **Parking**

Each of our properties clearly list how many spaces are available for vehicles. No more than the advertised vehicle number should be parked on the property and no vehicles are to be parked on grass areas.

---

## **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.

---

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

Bright is a 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 guest's 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 guest's 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.

---

## 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.

---

## Unforeseen Circumstance

At times situations arise of which we have no control. Bright Holiday Accommodation reserves the right to cancel a booking or offer to move guests 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 ensure you are satisfied with your alternative property. Should you choose to take the option of alternate accommodation, any price increase will be at your cost. 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.

---

## 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).

---

## 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.

---



[Bright Holidays is part of the Dickens Real Estate Group]