



Terms of rental

By making a booking you agree to abide by these terms

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Age of primary guest

The primary guest (in who's name the booking is) must be ≥ 25 years of age and be present during the rental period.

Number of occupants

The number of occupants must not exceed six per house. Sands beach house is in a relaxed, quiet, beachside location. The house is not available for hosting functions. Guests may be asked to leave and will not receive any refund if this condition is breached.

No smoking

Inside the beach house is strictly non-smoking.

Pets

A dog may stay in the garden/outdoor living space with prior approval. You agree to not to allow your pet inside the house in consideration of future guest with allergies. A pet fee will apply. Please pick up after them or an excess cleaning fee will apply. Cats are not accommodated.

Use of sports equipment

Please enjoy the equipment provided. Its use is undertaken at your own risk. Please operate and store the equipment in a responsible manner - do not ride the bikes on sand - use the lock, pump and stand provided. Loss or irreparable damage will incur a \$400 fee per bicycle.

Special needs

The building is not specifically designed for special needs, however it is a single story and suits many people. Please discuss your requirements to establish if the building suits your needs before sending payment.

Payments

Access to the property will only be granted if we have received full payment. Payments are accepted via our online booking agents and our website (credit cards - surcharges can apply) or we accept electronic funds transfer (EFT) to: BSB 304-123, Account number: 0556631, Account name: Sands Chateau. Please email us to advise when you send an EFT payment.

Date changes

If you request a change, we will rebook your new dates if available. If the dates are not available please note the cancellation terms below will apply.

Cancellation

If you cancel > 4 weeks prior to check-in you will forfeit 50% of the rental fee. Other funds will be returned to you. If you cancel < 4 weeks prior to check-in you will forfeit 100% of the rental fee. Other fees (security, cleaning and pet) will be returned to you. we cancel we will refund all payments.

Arrival and departure

Check-in is not available Sundays or public holidays, unless otherwise agreed with the owners and managers. Check-in usually 3-5 pm Monday to Saturday. Checkout is usually 11 am. Leave the property neat with rubbish bagged and in bins, BBQ wiped, most crockery/cutlery/glasses clean. Early check-in or late checkouts cannot be guaranteed but may possible, at the discretion of the manager.

Damages, losses, unapproved use, excess cleaning

Charges resulting from unfair or improper use will be deducted from the security deposit before it is refunded to you. You will be liable for the costs of repairs and/or replacements resulting from unfair wear and tear. The person making the booking will be responsible to coordinate monies within their party. Please report any loss or damage to the managers as soon as possible. Follow instructions provided for equipment, electronics and facilities. Costs of replacements, repairs or professional services to neutralise unfair wear and tear, pet or smoke odor will be charged at cost. Example fees include, but are not limited to: missing/lost pillow ≥ \$40, excess rubbish ≥ \$50, loss of key/s – ≥ \$130, security callout ≥ \$300.

Personal property

The owners and managers cannot be responsible for loss, damage or theft of your personal property. Please take reasonable steps to protect it. If you leave something behind, you might need to contribute to the cost of us getting it back to you, dependent on what's required.

Essential services

Please report problems to the managers immediately and every effort will be made to have such occurrences rectified as soon as practical. The owners and managers cannot be held responsible for failure of, or interruption to, utilities, essential services or appliances.

Privacy

Your personal details will be maintained only for our direct interactions. We will not release information to third parties, unless required by law.

Indemnity

We provide complimentary access to the internet, but accept no responsibility for anything you may download whilst using it. You indemnify the managers and owners against responsibility or action (legal or other), due to any actions, incidents, loss or injury during your stay.

sandsbeachhouse.com

Our website guidebook provides hints about location, restaurants, activities and other needs

Email bookings@sandschateau.com

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