



WELCOME TO

# The Beach House

at Broken Head

7/137 Broken Head Reserve Rd, Pavilions Estate, Broken Head



## Property Highlights



7 GUESTS



3 BEDROOMS



2 BATHROOMS

- Fully equipped and well appointed kitchen
- Private decks & daybeds overlooking tropical gardens
- Luxury bath for ultimate relaxation
- Duct air-conditioning and fans throughout
- Bi-fold timber doors/windows and sliding doors
- Beautiful timber and glass louvers throughout to ensure cooling natural air-flow
- Washing machine and dryer
- Linen & towels (including beach towels) provided
- Wireless Internet
- Smart TV
- Porta-cot & highchair available
- Wheelchair access and disabled bathroom
- Premium quality barbecue
- Outdoor shower
- Double lock up garage
- Fun surfboards & beach cruiser bikes
- Direct beach access
- Fully fenced lawn & tropical gardens, small pets considered

# The Beachhouse



## Front Security Gate:

Coming in: Pavilions main gate code (sent prior to arrival)  
Heading out: To exit, push the silver button on wall to the left of the gate. Once you receive your keys, there is a garage opener on the bookcase in the entry.

## Property Access:

There is an electronic keypad on the front door, the code will be sent prior to check in. The garage key, beach gate key and remote control are in the glass tray on the display cabinet in the living area. In the event of keys or remotes being lost, the cost of replacement will be deducted from your security deposit.

## Hot water:

We have solar hot water and sometimes if there is a run of cloudy days it may not be as hot as you might like, so there is an electric booster switch on the wall inside



the 3rd bedroom – on the right hand side. Press this and it will boost the water temperature, please allow 30 minutes to heat. Also, because the water is on Solar, sometimes the kitchen hot water can take a few moments to heat up.

## Music System:

There is a portable bluetooth speaker in the TV cabinet.

## Wifi:

Your WIFI is BeachHouse, password is beachhouse. There is a network booster for the bedrooms, simply connect to BeachHouse\_2GEXT, password is beachhouse. Phone reception at Broken Head is intermittent. If you enable WIFI Calling on your smart phone, you will not miss a call or text.

## Bins:

There are two bins located just inside the gate on the right hand side of the garage. Bin day is Monday, collection by our contractor will be by 9.00 am and returned on Tuesday afternoon.

## Daybeds:

Cushions for the two balcony daybeds are stored in the bedroom cupboards.

## Surfboards:

Guests are very welcome to use the surfboards. They are situated in the board racks in the garage.

## Bikes:

Bikes are available to guests and are ready for the beautiful low tide cycle to the lighthouse. Bikes are located in the garage. Lock codes are 1818, bikes must be locked when taken out. Please hose bikes off after beach use.

## Beach Access:

Pavilions has its own Beach access – go out the front entrance door, past the garage, and just follow the paved road around to the left – one minute and you're there! Please don't try to access the beach from your lawn area – there is private property between the house and the beach.

## BBQ:

The BBQ must be left in clean condition, a fee may apply if further cleaning is required.

## Visitors:

If you do have visitors over please be conscious of the neighbours and aware of the council by-laws which enforce a noise curfew of 10pm.

# The Beachhouse

## Parking:

There is guest parking for a maximum of three cars available at the property – visitors must park on the Broken Head road and walk in.

## Check Out:

Check out time is strictly 10am (NSW). The cleaners will arrive at 10am, and in the event the property is not vacated and the cleaners are delayed, any extra charges as a result will be passed on to guests.

## Guests Numbers:

The property accommodates 6 guests, a trundle bed can be arranged through management prior to check in day. There will be an additional cost for the 7th guest and trundle bed. There will be a penalty fee charged for any additional guests.

## Sand:

We have a 'no sand' policy, please ensure all sand is removed before entering the house. There is a cold-water shower situated on the right of the garage for guests use. In the event of excess sand throughout the house, any extra cleaning charges will be passed on to guests.

## Pets:

Small pets are considered and must be authorized in writing by management. It is the pet owner's responsibility to remove all pet waste from the property prior to checking out. A fee may apply in the event waste is not removed or any extra cleaning is required. Please note that Broken Head beach is part of the National Park and a dog free beach. The dog friendly leash free beach is 5 minutes away at Suffolk Park.

## Floorplan



## Access Map



## Terms and Conditions

### 1. DEFINITIONS

"Booking" means the period for which you have paid to stay at the Property. "Property" means #7 Pavilions, 137 Broken Head Reserve Rd, Broken Head and all its fixtures, fittings and equipment. "Management" means the owners and managers of the Property. "Guests" means the persons who stay overnight in the Property during the Booking. "Visitor" means a person a Guest permits to visit the Property during the Booking.

### 2. ACCEPTANCE & RESPONSIBILITY

Payment of the Deposit constitutes acceptance of these Terms and Conditions as set out below

#### A. CHECK IN/OUT

- Check in time is not before 2pm on the arrival date and check out time is not later than 10am on departure dates.
- Late departure is subject to prior arrangement and availability and extra charges may apply.
- You must notify Management of expected arrival time and a mobile contact number at least 7 days before arrival.
- Check-in/check-out and key collection/return procedure will be as follows, as per the property information sheet provided prior to check in, unless special arrangements have been made prior to arrival.

#### B. PAYMENT OPTIONS

- A deposit of 50% of the tariff cost must be received to secure the booking. Bookings are not confirmed unless and until this deposit is received.
- Payment in full must be received no later than 30 days prior to your arrival.
- Payments of the amount due must be received in Australian \$ net of any bank or other transaction charges.
- Please ensure payments are made within the specified time limits or the Booking will be cancelled automatically without notice or liability to you.
- We accept payment by the following methods: direct deposit into our bank account, bank cheque or money order.
- Personal cheques will be accepted if received at least 30 days prior to arrival. Cash payments are not accepted.
- Our bank details if not set out below will be advised to you.

#### C. CANCELLATION OR VARIATION

- If you wish to vary or cancel your Booking, please contact us immediately.
- Your deposit is non-refundable in the event of a cancellation.
- If you have paid more than the deposit or paid in full and cancel your booking 30 days prior to check in you will be refunded all moneys less 50% tariff deposit. If you cancel within 30 days of check in no refund will apply.

- Should you be eligible for a refund it will be made through your chosen payment method at time of Booking.
- A variation of the Booking, which reduces the number of nights stay, will be treated as cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- If Management is able to re let the Property for the period cancelled a further refund may be made less administration charges, commissions and expenses.
- We have a minimum night stay policy of 3 nights. No refund will be made for a variation to the extent that it breaches our minimum nights stay policy.

#### D. SECURITY BOND

- A bond payment of \$1000 is required 7 days prior to check in date.
- It will be credited to your designated payment method once our property has been inspected and deemed left in a similar state to your arrival. We agree to ensure this occurs within 7 working days of your departure.
- Any damage, loss or expense incurred by Management as a result of your breach of these Terms & Conditions will be charged against the bond. Examples of this include but are not limited to any breakage, damage, excess cleaning requirements, extra guests beyond those declared, and security costs as a result of noise complaints.

#### E. UNAVAILABILITY

- If the Property becomes unavailable for your occupancy due to unforeseen circumstances (e.g. fire, storm, damage, etc) the Management will inform you immediately and endeavor to obtain suitable alternative accommodation for your occupancy, failing which any moneys paid will be refunded in full.

#### F. PARTIES & FUNCTIONS

- Parties and Functions are strictly prohibited.
- Breach of this condition may result in immediate termination and eviction without refund and extra charges for security, cleaning, garbage removal, wear and tear, repairs etc may apply.
- Disturbance to neighbours, including excessive noise, is strictly prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses. If security is required to attend the Property due to noise complaints the security call out fee of approximately \$200 will be deducted from the security bond, second noise complaint can mean loss of full bond and being asked to vacate the Property

immediately.

#### G. LINEN & TOWELS

- We supply linen, pillows, blankets, bath towels and beach towels which must be left where supplied in the bedrooms or bathroom on departure.

#### H. PETS

- Pets are considered but are subject to prior arrangement and authorisation by Management.

#### I. YOUR OTHER RESPONSIBILITIES

- You must comply with all applicable Stayz House Rules and all instructions from Management and the caretakers of the Property concerning occupancy, property, health, safety and quiet enjoyment of the Property and our neighbours.
- You are responsible for damage, breakages, theft and loss of the Property and any part of it during your stay. You must notify us of this immediately. Management may recover from you repair or replacement cost (at Management's discretion).
- Only the guests nominated and agreed in the Booking may stay in the Property over night. If any other guests stay extra charges may apply or the agreement may be terminated without refund.
- Before departure, all food must be removed from fridges, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed and packed away. The Property must be left in a clean and tidy condition.
- Extra cleaning charges may be incurred for the cleaning of dirty dishes, washing machine, dishwasher, emptying the fridge, removal of excessive rubbish etc. Should the cleaning fee be more than the usual cost for cleaning the Property, you will be charged the additional costs over and above the normal cleaning fee, which will be deducted from the security.
- All furniture and furnishings must be left in the position they were in when you arrived.
- The property should be vacated on time and secured. All windows and doors are to be locked. Air-conditioning and/or fans must be turned off. All keys must be returned to Management or as otherwise directed.
- You are responsible for the safekeeping and replacement of accommodation keys. Duplicate keys will be provided at an additional charge.
- Smoking is not permitted in the property.

#### J. PROBLEMS OR COMPLAINTS

- In the case of any problem or complaint, you must inform Management at the earliest opportunity so Management has the chance to rectify the situation as quickly and efficiently as possible. You must allow repair/service access to the property during reasonable hours.
- Any complaint, which cannot be resolved