



WELCOME TO

# The Boardwalk

at Broken Head

1/137 Broken Head Reserve Rd, Pavilions Estate, Broken Head



## Property Highlights



14 GUESTS



5 BEDROOMS



4.5 BATHROOMS

- Fully equipped and well appointed kitchen
- Private decks & daybeds overlooking tropical gardens
- Outdoor luxury baths 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's in bedrooms
- Porta-cot & highchair available
- Heated magnesium pool & spa (pool heated May to September)
- Undercover pool cabana with lounge & sunbeds
- Multiple covered and uncovered decks
- Premium quality barbecue
- Hotwater outdoor garden shower
- Hammock
- Games & books
- Double lock up garage
- Fun surfboards & beach cruiser bikes
- Direct beach access
- Fenced lawn & tropical gardens, small pets considered

# The Boardwalk



## 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 to make access easy. The left button is for the gate and the right is for the garage.

## Property Access:

There is a key-lock box on the front gate, the code will be given to you prior to arrival. The front door key is in the box. The beach gate key and remote control are on the entry sideboard as you walk in the door. In the event of keys or remotes being lost, the cost of replacement will be deducted from your security deposit.

## Music System:

There is a portable bluetooth speaker in the lounge room on the sideboard.

## WiFi:

The Wifi network is BOARDWALK password is BOARDWALK. 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 behind the garage through the door.  
Bin day is Monday, collection by our contractor will be by 9.00 am and returned on Tuesday afternoon.

## Daybeds:

In the event of rain, please bring in any cushions you may have taken outside.

## Surfboards:

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

## Bikes:

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

## Beach Access:

Boardwalk has its own private Beach access – It is at the far left corner of the yard. You will need your beach gate key to access the beach path.

## BBQ:

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

## Visitors:

If you do invite visitors, please be conscious of the neighbours and aware of the council by-laws which enforce a noise curfew of 9pm. No more than 20 people may be on the property at one time.

## Guests Numbers:

The property accommodates 14 guests. There will be a penalty fee charged for any unauthorised additional guests.

# The Boardwalk

## Pool rules:

The pool is heated May till September. Strictly NO glassware or breakable crockery permitted in the pool area - there is plasticware provided in the kitchen. Please be mindful of neighbours and noise that may disrupt others if using the pool/spa of an evening. Please replace the spa and pool thermal covers when not using the spa, it is essential in maintaining pool/spa temperatures. Please rinse all sand off before entering the pool/spa, There is a hot outdoor shower situated near the garden steps. In the event of excess sand in the pool/spa extra cleaning charges will be passed on to guests.

## Sand:

We have a 'no sand' policy, please ensure all sand is removed before entering the house. There is a hot outdoor shower situated near the garden steps. 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 owners 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.

## 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.

## Property Info:

We at Byron Beach Retreats are doing our best to keep this area pristine and respect the planet.

## Boardwalk features:

- Solar power
- Solar hot water
- We have transitioned to energy efficient lighting.
- There is extensive use of louvers for natural airflow throughout and fans are solar powered. Please be mindful when using the air conditioning and turn it off when you are not in the room.
- The shower amenities we provide are Sanctum, a locally owned and operated business. All of their products are certified organic with biodegradable packaging.

Please only put recycling in the bin with the yellow lid. (No plastic bags). Thank you for helping us work toward a more sustainable future.

## Provisions:

We provide a starter pack of kitchen and bathroom essentials. There is enough for your first few days. There is a local shop, Spar at Suffolk Park, It has everything you may need for top ups. We are happy to help if you feel you are missing any essentials, however we do not have an on-site 24 hour service. Our concierge can be contacted during your stay, charges may apply.

## Concierge:

Our concierge service can help you from stocking the fridge and pantry to organising in-house chefs, massages or yoga. Bookings are essential and we ask that you give as much notice as possible (no less than 48 hours) prior to your arrival. Please email us for further information

## Local Fauna:

Our native bush turkeys are a protected species but they are a nuisance. You MUST shut the doors when you leave the property or they will move in, eat your food if it's left on the table, and even drink your wine!! Rubbish must be put in the bin with the lid closed. Please do not feed the turkeys.

# The Boardwalk

## Access Map



## Floorplan



## Terms and Conditions

### 1. DEFINITIONS

"Booking" means the period for which you have paid to stay at the Property. "Property" means #1 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 canceled automatically without notice or liability to you.
- We accept payment by the following methods: direct deposit into our bank account or credit card payments.
- Our bank details, if not set out below, will be advised to you.

#### C. CANCELLATION OR VARIATION

- 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 \$1500 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. re. 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 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 and excess sand 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

- K. 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.
- L. Any complaint, which cannot be resolved locally, must be notified in writing to Management prior to departure from the Property.
- M. Failure to follow this procedure may hinder the ability of Management to rectify the problem or complaint and reduce or extinguish any claim you may have. We recommend all guests purchase travel insurance since Management are not responsible for any injuries, illness or accidents that may occur whilst staying at our property or using any equipment (bikes, surfboards etc).