

# Family Friendly Homes

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## Standard Terms & Conditions

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### 1. PAYMENT & DEPOSIT POLICY

Payment is due in full prior to check-in. Bookings of over 2 months can be made bi-monthly in advance. We accept Mastercard, Visa, Cash, Direct Funds Transfers & Corporate Cheque.

Your reserved dates will be held for 24 hours awaiting payment of your invoice. After this time the dates will not be automatically held. If you require an extension of time to organise payment please contact us.

If your booking is made less than 30 days before your arrival, the full tariff is due in advance as shown on your invoice.

If you have booked more than 30 days before your arrival, a deposit of 33.3% + security deposit is due within 24 hours and the balance is due 30 days prior to your arrival. Failure to pay the balance outstanding by the due date may result in your booking being cancelled and the loss of your deposit.

Please notify us as soon as you have made a payment as it can take up to 3 days for funds transfers to be processed. If you are posting a cheque, please email us to advise that you have the cheque in the mail. We receive an auto-generated notice when you pay by credit card on our website.

With prior approval, bookings for large Corporations can be confirmed with a formal purchase order. If the booking is subsequently cancelled or amended, the approved invoice is still due and payable.

## 2. REFUND POLICY

By their nature, self contained houses have less flexibility with bookings than serviced apartments, hotels & motels.

If you change your mind and wish to cancel your booking we are able to provide a full refund with 6 weeks written notice prior to arrival, we can provide a refund for cancellations when you give 3 to 6 weeks notice, subject to the property being re-let for the same duration (re-letting fees apply). There are no refunds for cancellations made 3 weeks before arrival or for no shows.

Where you cut short your stay, the unused portion is refundable to the extent above. We strongly recommend travel insurance. If you have received a discount for an extended stay and then you cut short your stay, the discounted rate may no longer apply.

## 3. SECURITY DEPOSIT

After your check-out we will inspect the property. Your security deposit will be refunded within 7 days of departure subject to the property (house, grounds & BBQ) being left in a clean and tidy state. The deposit is designed to cover any additional costs incurred, including, but not limited to, any breakage, property damage or cleaning. Major accidental damage is covered by our insurance policies. Loss of keys may attract a fee.

## 4. BEST FIT SYSTEM

We are often able to accommodate guests with their first preference. However, for stays shorter than 3 weeks or booked more than 4 weeks in advance we are generally unable to accept bookings for a specific home. To maximize our bookings and keep vacancies to a minimum, homes are allocated using the "Best Fit" system. This system allows us to offer flexibility, where possible, for guest's extension requests.

The Best Fit system works by allocating the most appropriate house available for your length of stay, giving preference to the bookings made furthest out, your specific requirements and first preference. For instance, only 1 house is wheelchair accessible, larger groups are generally accommodated in a 5 bedroom house etc. You will be advised of the allocated house at least one week prior to check in.

Our Corporate Executive Homes are all within a couple of minutes of each other; all sleep 7 people comfortably and are the same price.

If you want a particular home or specifically do not want one of our homes, please let us know immediately. We may still be able to confirm your booking for a specific house. This may incur a surcharge.

**BUDGET HOME:** Our best fit system policy does not apply to the budget home. You will not be allocated this home unless you specifically book this house. We reserve the right to upgrade your booking at no additional cost to you; however you will not be downgraded to this house.

## 5. EXTENDING YOUR STAY

We regret that we are unable to hold a booking without payment. We will continue to take new bookings from the date guests have paid up to; we cannot guarantee that we can extend your stay. If you believe you may wish to extend your stay, please let us know as soon as possible so we can advise availability.

## 6. CHECK IN TIMES

Check-in is from 3pm and check-out is before 10am. Late check out's without prior arrangement are not possible. If you would like an early check-in or late check out, please ring us the day before your arrival for availability. We are not able to confirm an early check-in or late check until 24 hours prior. If you definitely need an early check-in or late check-out you will need to book & pay for the extra night. At check out please lock the door and place the keys back in the security safe. We will arrive just after 10am to have the house ready for the next guests.

Generally, we will meet you at the house for check-in. However, if you have a late flight or we have another commitment you will be given an access code for an on-site safe containing keys for entry to the house.

Proof of identity will be required for all adults at check-in - ie Passport or Australian driver's license. A digital photograph will be taken of your I.D. and deleted after you check out.

## 7. CLEANING

Cleaning is NOT included and guests must leave the house in the condition they found it. A minimum cleaning charge of \$100 applies if not cleaned satisfactorily. Cleaning products are provided for you to clean the house before your check out. Linen including sheets and bathroom towels are included in the tariff; this linen is professionally laundered at your check out.

Guests that have an early flight on their day of departure can elect to have a cleaning service. The rate is \$50 per hour (minimum of \$100). A minimum of 2 weeks notice is required for a cleaning service. Guests staying with us for over 4 weeks can have a weekly cleaning service for \$50 per hour (minimum of \$100)

Wheelie bins are to be put out on the allocated night for collection at 5am the following morning. The yellow lid bin is for recyclable items, green for general rubbish. We ask guests to care for our homes like they are their own, eg: use the glass cooktop cleaner provided, use the provided chopping boards, use mats to protect the benchtops from hot pots etc.

## 8. GENERAL MAINTENANCE & CARE

Please only drink & eat in designated dining areas.

No texta felt pens, crayons, plasticine, blue-tac or paint inside thankyou.  
Furniture is NOT to be moved or altered.

Beach towels are provided; please do not take any other items from the house on your daily travels. If you have a large group and have several houses booked, do not move items from one house to another.

Any theft and loss are guests' responsibility during their stay and no responsibility can be taken for guests' personal property.

Guests must close all windows & doors when operating air conditioners.  
Air conditioners MUST be switched off any time guests are not home.

We can have violent tropical storms and torrential rain with very little notice. Guests must close windows and lock doors when they go out and before they go to bed, additionally, if the house is left unlocked, guests may be liable if there is a break-in.

## 9. GUESTS

The maximum number of overnight guests shall not exceed that agreed or subsequently agreed with Family Friendly Homes. Substitution of guests only on written acceptance from Family Friendly Homes.

Parties and functions are strictly prohibited. Our properties are in residential areas, please respect our neighbours. Disturbance to neighbours, including excessive noise from stereos, pets, TVs, other electronic equipment or loud voices, is prohibited and may result in termination of rental and loss of security deposit. For the comfort of other guests and neighbours no noise should be audible outside the property after 9pm and before 7.30am.

## 10. NON-SMOKING HOUSE

Smoking is strictly prohibited within the house. Guests are permitted to smoke outside, ensuring that cigarette butts are properly extinguished and disposed of (ie not thrown on the lawn or in the garden).

## 11. PETS

*Pets are not allowed unless specifically authorised in advance.*

We generally accept one outside dog, there is a fenced yard at each house. Please contact us for further information on our policies.

## 12. COMPUTER & TELECOMMUNICATIONS

Whilst we generally include an in-house computer & broadband for guests use, we do not guarantee continuous useage. If there is a technical difficulty, the computer may need to be taken away for repairs/restoration. Terms regarding download limits, reputable sites etc are provided at check in.

Most homes have wireless internet connection; the access codes & passwords are displayed at the house - we do not guarantee that your laptop operating system and security software will be able to recognize and/or (continuously) accept this wireless connection.

All homes generally have an incoming telephone service; the number is displayed at each house. Unless otherwise specified you will be able to make 1800 (free) telephone calls, all other numbers are generally access restricted. Any calls connected other than to 1800 numbers will be billed at cost + admin fee. You can purchase low cost calling cards from many retail outlets including newsagents - many accept 1800 calls. You can bring your Skype telephone headphones with you for personal use.

## 13. GENERAL

Every effort will be made to ensure the property is available as booked. However Family Friendly Homes reserve the right to make alterations due to (extreme) unforeseen circumstances, where appropriate providing a full refund.

Variations to these conditions may only be made by prior arrangements, in writing.

Payment constitutes your acceptance of these terms and conditions.