

# TERMS & CONDITIONS



Please read Terms and Conditions carefully. Insurance Claim Rentals will be referred to as "ICR" within document.

Failure to comply with any of the guest's fundamental obligations and the terms and conditions of the property may result in immediate termination and eviction. Refunds will not be paid on terminated occupancies.

ICR reserves the right to change these terms and conditions at any time, without notice and at our sole discretion.

## **REFUND POLICY**

By approving the quotation, you agree to accept the Property refund policy. This may include a no refund policy. Once a quote has been approved, ICR will proceed with booking and pay for the property upfront. Therefore, the no refund policy will still apply, before you have received the booking confirmation form & invoice from ICR. The property refund policy can be provided upon request.

## **NUMBER OF PERSONS**

Properties are for guests only. No outside guests are permitted on the premises. The number of occupants must not exceed the number of persons shown on your confirmation.

## **CHECK IN AND CHECK OUT**

Guests are required to adhere to the agreed upon check in and check out dates and times, which will vary based on the booked accommodation. The specific check in and check out times will be clearly stated on the booking confirmation form.

Please note that early check-in or late check-out requests may be subject to additional fees and are subject to availability. Prior to check out, it is essential for guests to responsibly dispose of all rubbish in the designated bins provided. Failure to do so may result in an additional cleaning fee.

## **SECURITY DEPOSIT AND BONDS**

The guest may be required to provide a security deposit upon check in, which will be refunded at the end of the stay, provided there is no damage to the property. If damage is found in the property and if any extra cleaning or fees incur, this may be taken from the bond paid.

## **PROPERTY USE**

The guest must use the property for its intended purpose and not engage in any illegal or disruptive activities. Guests' actions, conduct and safety are the responsibility of the guests. ICR and the property manager do not condone: unsafe, irresponsible or illegal actions / behaviour etc. on or off the premises, during a stay or at any other time.

You are not to use the accommodation for any purpose other than for personal accommodation.

You are not to invade the privacy of the property by publishing or revealing anything which might allow a third party to identify the address of the accommodation or the identity of the property manager (even if such information is already in the public domain).

## **PROPERTY CARE**

The guest must take care of the property and keep it clean and tidy during their stay. Any damage caused by the guest will be charged accordingly or may result in a loss of bond. ICR request guests to leave the property as it was found to avoid extra cleaning charges. If the property is not left up to standard, you may be charged a fee. Fees and charges are determined by the property manager.

Guests are responsible for the property during their stay. The guest should take reasonable care of the property and at the end of the stay should leave the property, including utensils, fixtures, fittings and equipment in a clean and tidy condition.

You acknowledge that the accommodation is a home, and you agree not to access any cupboard or drawers which have been sealed with any locking device and you may be charged a fee for any breach of any tamper tape or device.

You are not to make any alteration or addition whatsoever to the accommodation or its contents.

## **NOISE AND DISTURBANCE**

The guest must not create any noise or disturbance that may affect other guests or neighbours including (but not limited to) playing loud music or musical instruments, dancing, entertaining at the accommodation or moving furniture. Excessive noise complaints may result in a fee, and this is non-negotiable. If the incident and impact are deemed to be severe, all guests at the premises may be evicted from the premises without a refund of rent or bond. This determination is at the sole discretion of management and is non-negotiable.

All accommodation provided by ICR has a firm "no party" policy at any time. Sound travels to the neighbours easily and as such, noise levels are to be respectful at all times of the day. Any excessive noise, any form of disturbance to neighbouring properties or any other behaviour regarded as disrespectful, is at the property manager's sole discretion to evict you from the accommodation and impose any fees as a result.

## **SMOKING AND DRUGS**

Smoking and illegal substances are not permitted inside any of the properties provided. If there is evidence that smoking or illegal substances have been used in the property, you will be charged a fee and termination of the booking may occur.

## **LIABILITY**

ICR and the accommodation provider are not liable for any injury, loss, or damage to the guest's property during their stay. All personal belongings, baggage, vehicles and other property belonging to the guests of any description shall be always at the risk of the guest. All travel documents, observance of laws and government regulations are your responsibility.

## TERMINATION

The accommodation provider may terminate the booking and ask the guest to leave the property immediately in case of violation of any of the terms and conditions. If the booking is terminated, we will not receive a refund and we have the right to refuse to source alternative accommodation to avoid ICR jeopardising our relationship with property managers.

If you breach any house rules as displayed at the accommodation during your stay, you will compensate us and will keep us compensated for any loss and damage we incur. As a result of that breach, you agree that they may also be evicted without notice and without a refund for any nights unused.

## KEYS

If guests lose keys / remote controls or lock keys inside the property and require access, a security call out fee may apply. If replacement keys or remote controls need to be cut or purchased, key barrels need to be replaced, or in secure complexes re-keying is required costs will be calculated based accordingly and charged to the guest or result in loss of bond.

All keys, access cards and remote controls must be returned to the designated location on check out. Failure to return keys may incur additional fees.

## RELOCATIONS

The property manager reserves the right to relocate a booking to an alternative property of a similar standard and location at any time. In this instance, guests will be offered to move to an alternate property. Photos and floor plans of properties provided are indicative only. Actual accommodation occupied may vary in décor and inclusions from those shown.

## CANCELLATIONS

In case of a cancellation after the booking has been confirmed, we will pursue compensation for any incurred out-of-pocket expenses (the amount will vary on a case-by-case basis, depending on the property's cancellation and refund policy). Additionally, an additional cancellation fee will be charged directly by ICR.

The property manager retains the right to cancel any booking in the event of unforeseen circumstances. Should such a situation arise, we will collaborate with the property manager to find alternative accommodation independently.

## BOND

If there is damage to the property, or items missing from the property, you will be charged a fee. Fees and charges are determined by the property manager.

You agree that we may apply all or any part of the bond to cover incidental breakages or other costs incurred as a result of your stay at the accommodation. Including repair and / or replacement of the accommodation, furnishings, fixtures and fittings, any excess cleaning that may be necessary after your stay or payment of penalties for overstaying or breach of any house rules notified to you. The bond will be returned following departure, less any deductions in accordance with the conditions listed above pending a satisfactory final inspection of the accommodation.

## BREAKAGES AND DAMAGES

The guest will be liable for any breakages or damage caused to the property, fixtures, fittings or equipment that may occur during the guest's occupation of the property. All costs of repair and replacement thereof shall be payable upon demand. Any damage or breakage to any part of the property, fixtures, fittings or equipment shall be reported to the property manager and ICR as soon as possible after damage occurs. We will not be held liable for any damages made to the property and will seek compensation if left with costs relating to the items listed above. Damages may be deducted from the bond (or credit card supplied if the charges are higher than the bond processed).

## PROPERTIES

Photos and floor plans of properties sent are indicative only. Actual accommodation occupied may vary in décor and inclusions from those shown. The description of the premises is given in good faith. From time to time, changes occur at properties, sometimes outside of our control or knowledge therefore no responsibility for irregularities will be accepted.

Luxury amenities, including but not limited to streaming services, dryers, dishwashers, and other similar features, are provided as a privilege to enhance the guest experience. The availability of these amenities may vary depending on the property and is subject to change without prior notice.

If it is requested for ICR to book a property produced by the Insured or Insurance Company, ICR will not be responsible for any maintenance issues, cleanliness of the property, and/or any problems with the furnishings or property itself.

If issues arise and ICR need to work to rectify them, an administration fee may be charged. Depending on the duration of time ICR is required to work to rectify the issue, multiple administrative fees may be charged.

## EVENTS BEYOND CONTROL

ICR is not responsible for any loss arising out of any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule. All travel documents, observance of laws and government regulations are your responsibility.

## INTERNET

Some properties provide wireless internet for guests to use during their stay.

Please note that Wi-Fi speed and connectivity in regional areas may not be as comparable to that experienced in major capital cities, especially during peak periods when the network experiences very heavy demand.

## **WILDLIFE**

Prevalence of wildlife can be found around these premises, especially after severe weather events such as storms, flooding, or intense heat. While every attempt is made to control and manage the wildlife including a pre-arrival inspection at the property to check for activity, from time to time, some animals and / or insects can enter the property.

## **UNPLANNED OUTAGES**

During periods of extreme weather events, power supply to properties can be interrupted due to unplanned outages. These outages are out of our control and no responsibility will be taken. ICR nor the property manager can be held responsible for failure or interruption of power or services to the property for reasons beyond our control.

## **PARKING**

On-street parking is not provided or guaranteed for guests or visitors. We cannot be held responsible or liable for any fines or penalties incurred by guests or visitors from parking on the street (where local parking restrictions / metered parking applies).

## **PETS**

Pets are only permitted at pet-friendly properties if pre-arranged with ICR and the property manager. When a booking is confirmed, all terms and conditions are considered agreed to by all parties staying at the property on the booking confirmation, including pet friendly terms and conditions - This includes excess cleaning charges or necessary deductions from your bond for damages caused due to any pet(s) agreed to on the booking.

You are fully responsible for the safety of your pet. Please be aware that snakes, ticks and natural wildlife may be present in the area.

Pets must always remain on the property and must not be allowed to wander into neighbouring properties. If a property is unfenced, it is the guest's responsibility to ensure that the pet is properly restrained at all times.

Pets are not permitted on any furniture. You must supply your own pet bed. Additional charges will apply for cleaning of fur, smell or stains.

You must clean up all pet messes before your departure. If the property manager is required to clean up any mess, cleaning up charges will apply or may be deducted from your bond.

Noise complaints from neighbours about disturbing pets may result in bond deductions, additional fees or being asked to vacate.

## **SAFETY AND CONDUCT**

You have primary responsibility for your own safety during your stay at the accommodation. You must read any house rules, instruction manuals and any fire or health & safety guidance included in the guest information book at the accommodation.

You acknowledge that some properties use video surveillance systems for the protection of the accommodation and its occupants. You consent to the use of video surveillance systems during your stay.

No conduct of any business or commercial activity whatsoever will be tolerated in the accommodation.

## **PROPERTY DAMAGE**

You also agree to pay the cost of any damage to the accommodation or its contents and to pay any fees in relation to overstaying or breach of house rules. You must immediately notify the property manager and ICR of any damage to the accommodation, contents, fixtures or fittings which occurs during your stay, even if you regard the damage as fair wear and tear or if you do not believe the damage, is your fault.

If you do not notify ICR and the property manager of any such damage, you will be fully liable for such damage on a full replacement basis.

## **INSPECTION**

The property manager is authorised to enter the accommodation to assess the need for repairs or maintenance of the accommodation. They may enter and inspect the premises at any time and carry out urgent repairs.

## **PROPERTY MANAGER RIGHTS**

The property manager shall be provided with an opportunity to address any concerns and be granted access to the property for rectification before relocating the guest. Failure to comply with this procedure may result in the forfeiture of any refund.

## **SALE OF PROPERTIES**

If the property is being offered for sale, the occupier agrees to allow the agent and buyers to conduct inspections at any time (with sufficient notice provided). ICR and the property manager cannot be held responsible when the owner or agent may decide to sell a property. In the instance that this occurs, ICR will assist in providing alternative accommodation options.