

Cairns Holiday Homes

Terms and Conditions – as agreed to by both parties

1. Bookings are subject to availability and are not guaranteed until receipt of the deposit, confirmed in writing.
2. Availability – if the house becomes unavailable for any reason, Cairns Holiday Homes reserves the right to move the client to alternative accommodation at the discretion of Cairns Holiday Homes. In certain extraordinary circumstances (e.g. due to cyclone damage) it may only be possible to cancel the booking and return all monies paid.
3. The house is let to you for holiday use only and only for the period stated on the receipt. Large gatherings such as parties or weddings are not allowed unless by arrangement with Cairns Holiday Homes. The number of people occupying the premises must not exceed the number of people that were initially booked and/or declared on the registration form and/or had beds provided for.
4. No smoking anywhere inside the house.
5. A deposit of \$300 is required to confirm a booking. That deposit becomes a cleaning/breakages bond when the full amount for a stay is paid. For periods longer than 10 nights, a larger deposit may be required.
6. The deposit/bond will be returned on departure provided that the house is left in a clean and tidy state and breakages have been replaced or paid for. The house is equipped with the necessary cleaning equipment including a vacuum cleaner. It is not necessary to do the laundry prior to leaving but wet towels should be hung up. We make allowance for 4 hours of cleaning at \$35 per hour. If we think that it may take significantly more time we may hold the bond until the cleaning has been done before returning it in full or with deductions.
7. Cairns Holiday Homes is a marketing agency. All payments are made directly to the owners of the rental property. Any dispute over payment, description or supply of accommodation and goods or services is, ultimately, the responsibility of the rental property owner. However, Cairns Holiday Homes will do its best to see a fair resolution in the case of a dispute.
8. There is an allowance of \$35 per week for electricity, which is to ensure fair use of the air-conditioning and should be more than adequate. If you use a significant amount more, you will have to pay the difference.
9. Any breakages, damage, losses, faults or malfunctions should be reported by phone as soon as possible (ph. Nick or Lizzie on 07-40452143 or 0438134173). You agree to replace or re-imburse Cairns Holiday Homes for any items which are damaged, broken or lost during your stay.
10. Cairns Holiday Homes requires access to the property for garden and pool maintenance once a week, usually for an hour or so. We will phone to arrange a suitable time.
11. Cairns Holiday Homes accepts no responsibility for any inconvenience due to breakdown of any appliance or failure of any supply. However, best effort will be made to repair, or replace with an alternative during normal business hours.
12. The full amount for a stay should be paid 45 days prior to arrival. Amounts not paid 30 days prior to arrival may invoke cancellation of the booking and loss of deposit.
13. Cancellations within the 30 days prior to arrival will lead to forfeiture of the full payment for a stay unless the property can be re-booked for the full period. A replacement booking for part of the period may allow for partial re-imbursement.
14. Bookings made within the 30 day period before commencement of a stay must be paid in full within 3 days.
15. Check in is generally not before midday and Check out is usually 10am. However, we will do our best to allow for early morning arrivals or late departures, bearing in mind the departure/arrival time of previous or following guests.
16. The owners of Cairns Holiday Homes (or their agent) check all guests in and out. We, therefore expect guests to be reasonably punctual. If guests are subject to airline or other delays, they should make every attempt to advise us of such. We are very understanding but may make a deduction from the bond if we believe that no attempt has been made to contact us and we have been waiting without knowing the reason for the delay for an unreasonable time.
17. Cairns Holiday Homes has taken due care and responsibility to verify and check all information on our websites or any written or verbal information supplied, as at the time of compilation. However, as this information is subject to change, Cairns Holiday Homes accepts no responsibility for any inaccuracy, change of description or misdescription contained in the information supplied.
18. Disclaimer - Cairns Holiday Homes does not accept liability in contract or in tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control, or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbance, fire, floods, unusually severe weather, acts of God, acts of Government or of any other authorities, accidents, theft to or failure of machinery or equipment or industrial action.
19. There will be a \$35 charge for loss of a key set (2 provided) Remote controls for TV's Austar Aircons will also be charged for if lost or damaged at replacement cost.
20. These conditions may be subject to change without notice at any time.
21. Payment of the booking deposit or full payment constitutes acceptance of these terms and conditions. Departure from the same by you permits the owner or agent to refuse the key, amend the charge or immediately terminate the occupancy without re-imbursement of any part of the full payment.