

## HOUSE RULES

### OVERVIEW - IMPORTANT

**Covid related travel restrictions that may impact your booking with us will be evaluated on a case by case situation, due to the unpredictability of the situation. We will abide by government imposed travel bans or restrictions. You will be able to reschedule your dates, as such you will not lose your payment.**

Keyless Code will be texted to you on the morning of your Arrival. See p2

All windows and doors including garage door must be locked prior to departure.

The number of guests staying at the house must equal the number that have booked.

On your arrival, additional bedrooms may be unlocked and used should you wish to invite friends or family to stay. The bedrooms will be charged at \$80 per room per night.

A code to unlock additional bedrooms will be sent to you upon your Trybooking payment. It's as easy as clicking onto [www.trybooking.com/YCAN](http://www.trybooking.com/YCAN) and following the prompts.

We have a few meal options for when you want to stay indoors at night. Please see this [link on website](#) for full details.

Do not park on neighbouring properties unless given permission by the home owner. See p3.

Covid 19 Cleaning Protocols require extra time. A standard cleaning fee of \$110 is added to all bookings.

However, extra cleaning charges will be taken from the bond if all rubbish is not removed from the house.

And extra cleaning charges will be taken from the bond if all items used in the kitchen are not washed and put away.

If you are staying on a Wednesday, it is greatly appreciated if you would take out the Red Bin for council collection. Please also take out either the Green or Yellow Bin as per our neighbours.

WiFi Details can be found in the house on the Entry Console along with a set of house keys.

**Detailed Rental Agreement overleaf.**

# HOUSE RULES

## KEY LESS ENTRY

A numbered keypad is located at the house to the right of the front door.

A four digit code is texted to you on the day of your arrival, to open the front door. These are your personal numbers.

Push the code to automatically open the front door.

You can manually lock the front screen door when you are inside the house.

To open the back sliding doors, flick the black switch on the doors.

Please ensure you lock them when you leave.

You also can manually lock it when you are inside the house.

**In the event of an emergency, you can exit from inside the converted garage by unlocking and removing the padlock on the right hand side, turning the metal dial on the roller door, and manually lifting the door. NB the key is in the padlock for you.**

## ELECTRICAL / WATER / SAFETY

All lights, electric heaters and taps must be turned off. Charges may apply.

Under no circumstances are candles allowed on the property. Battery operated candles are supplied from time to time for ambient lighting.

Smoking is NOT permitted inside.

Any smoking outside must ensure butts are fully extinguished and put in the bin.

Fines apply otherwise.

## HEATING

Currently the combustion stove (in lounge room) is not in operation and is to be replaced. Use the air conditioning unit instead to warm up the house. Bedrooms have electric heaters.

# HOUSE RULES

## PARKING

Park your car along the front council strip or onto driveway.

The curb onto the driveway is high and your car will touch the ground when you drive onto it. To avoid this, have only the driver in the car at this time, especially when reversing.

Please take care when passengers alight from the car, on the side of the road. Look for any oncoming car.

Please DO NOT park on neighbouring properties unless given permission to do so.

## WHAT TO WEAR

Recommended to bring a dressing gown, socks and slippers even in Summer! Weather can change in minutes.

Pack layers of clothing regardless of season including a long sleeved top, jacket (light for Summer), pants, gloves, hat or beanie, scarves and warm pyjamas (Winter). Plus closed walking shoes.

## WHAT TO BRING

Fifth Ave Katoomba Retreat is fully self contained so everything you need, especially in the kitchen has been provided for your comfort. Please note, due to Covid cleaning protocols, some items have been removed. Please ask us if you have any specific item in mind and we will do our best to accommodate.

We also provide basic cooking items such as salt, oil, vinegar, as well as long life milk, teas, Italian coffee, cereal etc.

We provide laundry detergent and an indoor clothes line. There is an outdoor line as well.

We have a few meal options for when you want to stay indoors at night. Please see this [link on website](#) for full details.

Ask us at booking stage too, as these options may change from time to time.

# HOUSE RULES

## KITCHEN

Feel free to use any of the pantry items.

Don't forget to make yourself a latte! You simply use our Italian percolator (instructions at the house), and warm up your milk on the cooktop. Very easy to do.  
Or make yourself a tea using the teapots provided.

Use range hood when cooking.

Make sure all hobs and oven are turned off after use.

Do not use harsh cleaners on non-stick cookware and only use plastic or wooden utensils.

## CLEANING

Please ensure kitchen items used are washed, rinsed and put away before Departure. There is a compact dishwasher which if stacked correctly, fits in a lot of items. You do not have to empty it on your day of departure. But please ensure you have washed the items if you fill it.

All rubbish is to be bagged and put into outdoor RED bin.

Any recyclable items must be placed in outdoor YELLOW bin.

We ask you to consider the cleaner (me!!) when using any cooking utility (oven, grill, bbq, microwave, cooktop). Please clean them to a reasonable standard.

Any major cooking spills especially grease MUST be cleaned before your Departure. Extra cleaning charges will be taken from bond if cleaning rules are not followed.

# HOUSE RULES

## **BEDROOMS**

Enjoy a snuggly morning sleep-in under the woollen doonas.

Due to Covid cleaning protocols, we now only provide one pillow per person. All beds have cotton sheets, one or two blankets and a doona. A few spare blankets will be in the wardrobes.

Turn on electric heaters a few hours before bed. Thermostat will adjust automatically once you set it.

Turn them off at power point when not in use.

Heaters have been placed to ensure they are not close to most surfaces.

Do not move around as feet fall off and are difficult to put back on when heater is hot!

Do not place wet towels on the beds.

## **CONVERTED GARAGE: SOFA BED IN SEPARATE LIVING AREA**

Please note, this bed will be made up with linen when it is required for sleeping guests either when all other bedrooms have been booked by your group. Or if you prefer this room instead of one of the bedrooms. Please specify on booking.

When not specified that it is needed for sleeping, it is to be used only as a living area. No bed linen will be supplied. Use of the bed when not booked will be charged for additionally post checkout.

## **CARPETS**

To help us keep the place looking great for our guests, and for your own comfort, remove your shoes if it's been raining and shoes are muddy.

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## BATHROOM

One bath towel, one face washer and one hand towel is allocated per person – left for you on the beds.

Please be considerate and use make-up remover towelettes provided instead of towels.

Turn on vent after shower, to avoid mould buildup  
(it may be too cold to have on during shower)

IMPORTANT Remember to turn vent OFF before leaving bathroom.

Leave wet towels on hooks when leaving. Please do not leave them in a heap, or on beds.

Wipe up major water spills on any surface including vanity.

Feel free to use the Epsom bath salts provided.

Hair and Body wash are provided. NB: this is not hair conditioner.

Feel free to use any of the essential items and amenities under the vanity.

A hairdryer is provided.

A child step is provided. As is a child's potty.

# HOUSE RULES

## LOUNGE / ENTERTAINMENT

### **DVD player**

DVD is inbuilt into the TV and is found behind the screen on the right hand side.

Insert movies facing the wall.

Choose INPUT on TV remote, then DVD.

### **Video player**

We know, it's very 80s but you'll thank us when the kids will happily watch an animated video while you chill.

To watch videos, choose INPUT on TV remote, then AV.

### **Music CDs**

To listen to music CDs, follow the DVD instructions.

Do not rest or place cups, glasses etc on lounge arm rests. Help us keep the place looking great for your next trip!

### **Gas Combustion Fire Heater**

Currently has reached the end of its life and is awaiting replacement. Use the reverse cycle air conditioning instead.

### **TV / DVD player in Converted Garage**

You may wish to use this TV. It has Netflix and a DVD player attached for movies.

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## OUTDOOR FURNITURE

Feel free to use cushions provided (in laundry cupboard) when you want to sit out on the deck. You will find oversized cushions under the DVD console in the lounge room.

Please bring them in before nightfall or they will be soggy next time you want to use them!

The umbrella on the deck can be opened up if needed.

**IMPORTANT: For safety reasons, please close it up when not in use, as strong winds are common here. If left open, it will be blown away and could cause significant injury to wild life etc.**

Remove the covers from the large cane chairs and please place inside the wooden box as they WILL blow away otherwise. There is no need to put the covers back on afterwards, but please bring the cushions back indoors. Large cushions for these chairs can be found in the house near the TV.

There is an outdoor dining setting downstairs, for you to enjoy lunch alfresco.

Feel free to pick fruit or vegetables when in season.

Take care walking in the back garden, for snakes, as they do live in this part of the world, as do other wild life such as kangaroos, wallabies, possums, rabbits, bats, leeches. We have never seen any snakes but it's our duty to warn you :)

Rest assured, there is minimal chance of snakes and leeches when grass is neat and tidy. Most animals will run away from you. You should not approach any regardless.

## HANDY PHONE NUMBERS

NB: There is no house phone. Take your mobile phone and charger with you. If you are with Optus, you may experience poor reception (at the house) compared to Telstra. This is due to a lack of ports operated by Optus which Management has no control over.

Sending and receiving texts may be less of a problem. You should have no trouble when in town or up the street.

### **Management**

Silvana and Norman

Telephone: 0414 654 904

### **Emergency**

In case of an Emergency dial 000 (for Police, Fire and Ambulance)

### **Katoomba Hospital** (5 minute drive from Fifth Ave Katoomba Retreat

Main Entrance: Great Western Highway, Katoomba NSW 2782

Telephone: (02) 4784 6500

### **Katoomba Medical Practice** (closed Sundays and Public Holidays)

Hours: Mon-Fri: 9am-6pm Sat: 9am-12 noon

143 Katoomba St, Katoomba NSW 2780

All hours telephone: (02) 4782 3888

### **Katoomba Pharmacy**

(there is also one next door to Medical Practice)

69 Katoomba Street, Katoomba NSW 2780

Telephone: (02) 4782 2318

### **Catholic Church Katoomba**

158 Katoomba Street, Katoomba NSW 2780

Telephone: (02) 4782 2804

### **Gas, Plumber, Electricity, Taxi**

See fridge magnets.

### **Restaurants**

See Tourist Magazine in house left near the Guest Book or with Coffee Table books.

Lots to choose from on Katoomba St, and at Mall.

### **The Edge Cinema**

225 Great Western Highway, Katoomba NSW 2780

Telephone: (02) 4782 8900

# **TERMS AND CONDITIONS OF TEMPORARY HOLIDAY ACCOMMODATION**

## **1. DEFINITIONS**

"Booking" means the period for which you have paid to stay at the Property.

"Property" means 10 Fifth Ave Katoomba 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.

## **3. CHECK IN / OUT**

Check in and Check out is by keyless front door entry and times are flexible. We try to accommodate all requests, and times will be confirmed the day before.

You must notify Management of expected arrival time and a mobile contact number at least 3 days before arrival. We ask for a second mobile number also, should we not be able to reach or contact you on the mobile number provided.

Check in / check out will be as per specific instructions given to you via email or text. Please lock both the back doors.

## **4. PAYMENT**

A 25% non refundable deposit must be received at time of Booking. Bookings are not confirmed unless and until this deposit is received.

Payment of balance must be received no later than 5 working 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 may be cancelled automatically without notice or liability to you.

We accept payment for direct bookings with us by direct deposit into our bank account. Our Direct Deposit bank details will be advised to you on your PDF quote/invoice or via Text.

Personal cheques and Cash payments are not accepted. We regret credit card payments cannot be taken.

## **TERMS AND CONDITIONS OF TEMPORARY HOLIDAY ACCOMMODATION**

### **5. CANCELLATION OR VARIATION**

If you wish to vary or cancel your Booking prior to arrival, please contact us immediately on 0414 654 904.

Your deposit is non-refundable in the event of a cancellation but is transferable to another date.

If you have paid more than the deposit or paid in full and cancel your Booking you will be refunded the amount, less your deposit.

Should you be eligible for a refund it will be made through your chosen payment method at time of Booking.

An administration charge of \$25 will be charged for any variation or cancellation.

If Management is able to relet the Property for the period cancelled a further refund may be made less administration charges, commissions and expenses.

### **6. SECURITY BOND**

A security bond payment of \$500 is required as part of your Booking. 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 10 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 or excess cleaning requirements, extra guests beyond those declared, use of extra bed linen.

NB: If Beds are used that have not been paid for, the cost will be deducted from your Security Bond.

### **7. UNAVAILABILITY**

If the Property becomes unavailable for your occupancy due to unforeseen circumstances (eg. fire, storm, damage, etc) then Management will inform you immediately and any moneys paid will be refunded in full.

### **8. PARTIES & FUNCTIONS**

Parties and Functions are strictly prohibited. Charges will apply for breach of condition.

Breach of this condition may result in immediate termination and eviction without refund, extra charges for security, cleaning, garbage removal, wear and tear, repairs etc.

## **TERMS AND CONDITIONS OF TEMPORARY HOLIDAY ACCOMMODATION**

### **9. LINEN AND TOWELS**

We supply bed linen, pillows, blankets, doonas and towels which must be left where supplied in the bedrooms or bath room on departure. With the exception of used towels, which must be left in the bathroom, hanging up. Beach towels are not included.

### **10. UNSUPERVISED CHILDREN**

Children under the age of 18 must not be left alone or unsupervised at the property at any time. Any harm to the Children or damage caused to the property is the sole responsibility of the Adults who will be liable to damages.

### **11. PETS**

Pets are not allowed at the Property at any time. Damage to property caused by pets will be charged for, and reported to the local police.

### **12. YOUR OTHER RESPONSIBILITIES**

You must comply with all applicable Online Booking Agents' 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 WILL apply or the agreement may be terminated without refund.

Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination and eviction without refund and extra charges may be made for security and other expenses.

Parking on neighbouring properties is strictly forbidden, unless their permission has been granted.

**IMPORTANT:** Before departure, all food must be removed from fridge, all rubbish put in the appropriate council rubbish bins provided, and crockery and cutlery washed, rinsed and packed away. The Property must be left in a clean and tidy condition.

**Extra cleaning charges WILL be incurred for the cleaning of dirty dishes, washing machine, emptying the fridge, removal of excessive rubbish etc. This will be deducted from your security bond.**

## **TERMS AND CONDITIONS OF TEMPORARY HOLIDAY ACCOMMODATION**

All furniture and furnishings must be left in the position they were in when you arrived. No furniture is to be moved to a different part of the house.

The property should be vacated on time and secured. All windows and doors are to be locked. All lights must be turned off and taps must be closed.

Smoking is not permitted in the House or Garage. Smoking outside is permitted. Cigarette butts are to be disposed of in bins, being certain to put them out completely.

REMEMBER YOU ARE IN A NATIONAL PARK AREA. DO NOT USE POT PLANTS TO DISPOSE CIGARETTE BUTTS.

Failure to do so will incur penalties charges.

### **13. 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 locally, must be notified in writing to Management prior to departure from the Property.

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 is not responsible for any injuries, illness or accidents that may occur whilst staying at our property.

We trust you enjoy your stay, and visit again soon.