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Swordfish Court Holiday Abode | Information for Guests

4 Swordfish Court, Palm Beach, Qld 4221

We are delighted that you have chosen to stay at this magnificent holiday home during your visit to the Gold Coast. From the entire team at Gold Coast Holiday Rentals we extend to you a warm welcome and trust that your stay will be an enjoyable one.

For your convenience, we have prepared this brief arrival guide to assist you with access to the home. You will be met on arrival at the house and the key set will be handed to you at that time. A second set will be waiting for you inside the house together with this complete guide to all facilities. Please take a moment to familiarise yourself with its contents.

This immaculate four-bedroom waterfront family home is one of the finest on the rental market today. Located in a prime residential area and in a quiet cul-de-sac, it provides the ideal holiday retreat for the discerning family. If it is the bright lights you are after, you are just a short drive from bustling Surfers Paradise; but equally for the times you simply want to relax in style with all the comforts of home, then you can do so here with ease. Beautiful Palm Beach – one of the finest family beaches on the Gold Coast – is just a short walk away.

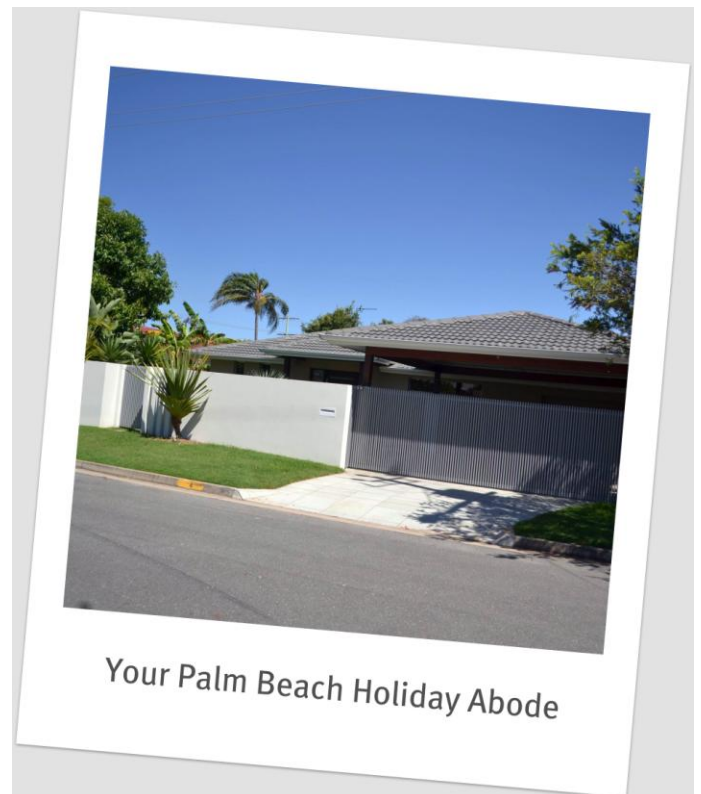
This property features four large bedrooms (including three double beds and one twin bed), lounge and dining area (seating for six people), media room, magnificent outdoor area for entertaining friends, business associates or simply for relaxing around the pool, or barbecue.

The gourmet kitchen is fully equipped and is a pleasure to work in – or you can bring in your own chef if you want a private dinner party! You have secure undercover parking for two cars on the premises and if you need to shop, the nearest centre is just three minutes away. Two foldaway beds can be provided upon request (additional charges apply) if you have additional guests.

Everywhere you look; there is an engaging sense of calm, space, elegance and intimacy. This home embraces the casual charm of canal living and offers all the sophistication and lifestyle for which the Gold Coast is deservedly famous.

From all of us, have a wonderful stay.

Tony Boulden (0418 658 694)
Gold Coast Holiday Rentals
www.gchr.com.au



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Important phone numbers

Bookings	1 300 978 384
Keys, housekeeping and check-in arrangements	0420 457 148 (Michael)
Agent and all other enquiries	0418 658 694 (Tony)

You can also check us out on Flickr, Facebook and Twitter.



Overview

Congratulations! You have chosen to stay at one of the most desirable holiday homes on the Australian Gold Coast. The waterfront suburb of Palm Beach offers the very best of canal living along Awonga Lake and providing direct access to Tallebudgera Creek and the warm waters of the Pacific Ocean.

Your holiday home is located in a quiet residential neighbourhood, ideal for family enjoyment. Yet you are within walking distance of world-class beaches, shops and restaurants that cater to every budget. And for those seeking entertainment, you have the choice of the bright lights of Surfers Paradise, Australia's premier international holiday destination or, if you are seeking something with more of a local flavour, you have the twin towns of Coolangatta and Tweed Heads just a short drive south along the Gold Coast Highway. Every amenity is at your doorstep –you have everything that will make your holiday truly memorable.

Features

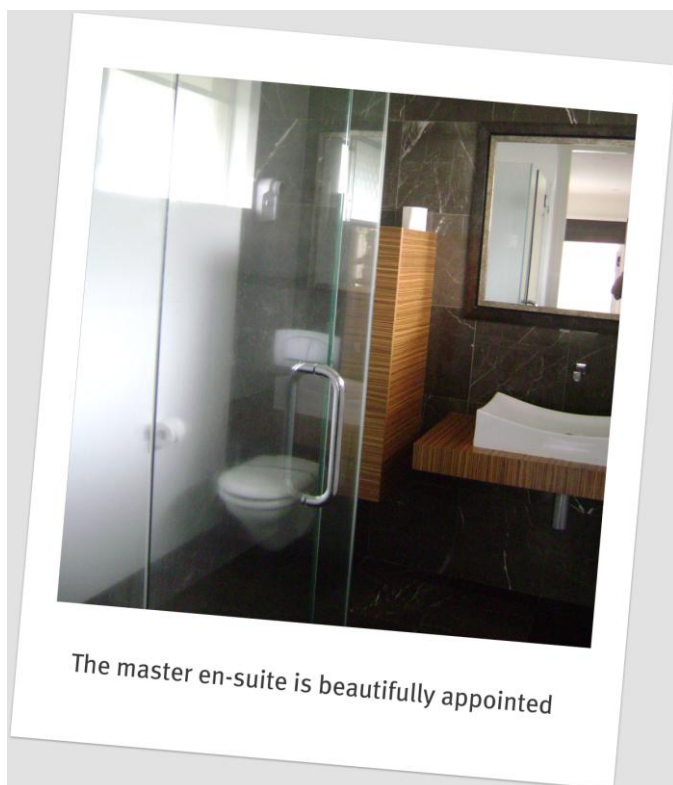
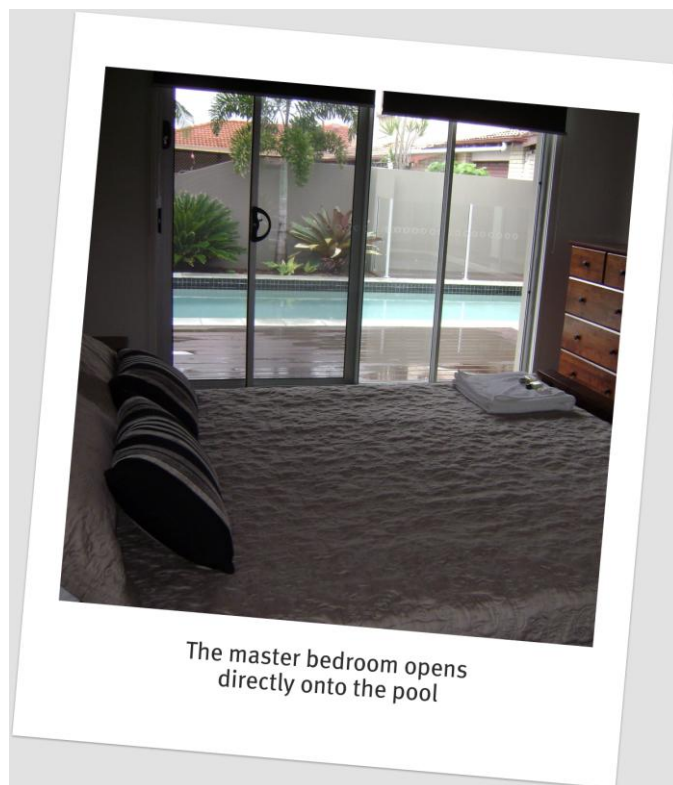
Elegance and style is reflected in every feature of this modern 4-bedroom home. Stylishly furnished this home is set among landscaped gardens and can sleep eight people or 10 if you order additional folding beds. This home is fully furnished and all linen items are supplied including sheets, blankets and towels. Walk in, unpack your bags and start enjoying your holiday.

This home is air-conditioned and is fitted with smoke detectors.

High external walls offer total privacy and for your added safety, security intercom access is provided to the main entrance and driveway. There is secure undercover parking on the premises for two vehicles.

Key features of this home include the following:

- **Living area:** This home has an open plan living and dining area direct off the entry with timber floors and high ceilings. The main lounge area opens onto a media/rumpus room containing a flat screen TV with Austar (no extra charge) and an entertainment system with DVD player. The dining area seats six people and opens onto a large outdoor terraced entertaining area with in-ground pool and covered pavillion for al fresco dining and seating up to eight guests.



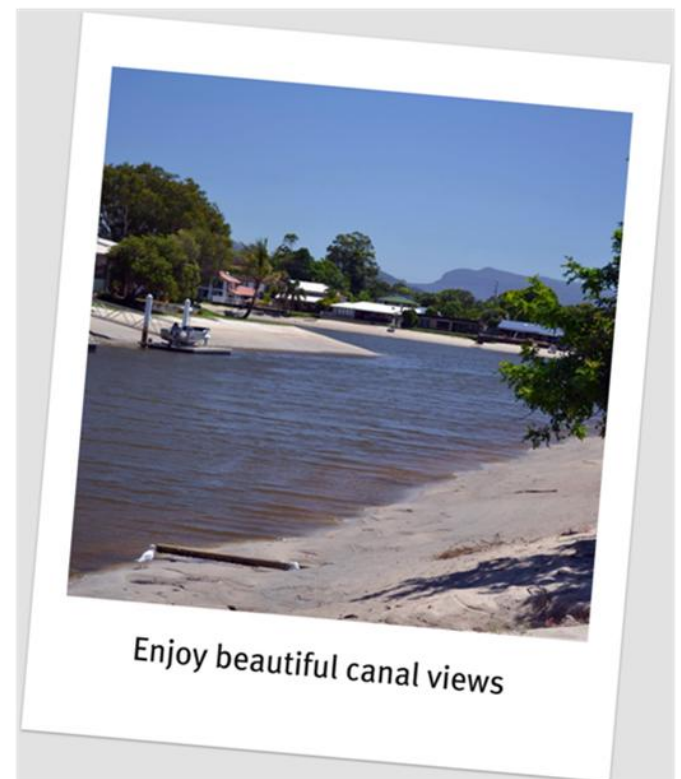
- **Kitchen:** The fully equipped and well appointed gourmet kitchen has a 5-burner gas cook top, oven range hood, refrigerator, dishwasher and microwave as well as a square stainless steel sink. A flat screen TV located in the kitchen can be viewed from the dining area.
- **Laundry:** There are full separate laundry facilities (washer, dryer, vacuum cleaner and iron).

Bed and bathrooms

- **Master bedroom:** The large master bedroom has a double bed as well as a beautifully appointed en suite bathroom and opens directly onto the pool area.
- **Second bedroom:** The second bedroom also has a double bed.
- **Third bedroom:** The third bedroom also contains a double bed and faces the pool area.
- **Fourth bedroom:** The fourth bedroom has two single beds and faces the pool area.
- **Extra beds:** Additional fold-away beds can be provided on request (charges apply)
- **Bathrooms:** The main bathroom is a delight with a large jacuzzi that is ideal for relaxing as well as a separate fully enclosed shower. There is also an en suite bathroom off from the master bedroom.

Other features

- This canal front home is within walking distance to beach, park, shops and buses. The outdoor area features a large outdoor swimming pool with adjacent alfresco entertaining area, landscaped gardens with canal views and a covered pavilion seating eight.



General Information for Guests

Air Conditioning

Please ensure that all external doors and windows are closed when the air conditioning units are in operation. The recommended temperature setting is 24 degrees in summer and 18 to 20 degrees in winter.

Airlines (Domestic)

Jetstar	:	131 538
Qantas	:	131 313
Virgin Blue	:	136 789

Airport and Transfers

Your holiday home is 8km north of the Gold Coast Airport and the journey time is approx. 12 minutes. Car hire is available at the airport or you can book a car through our website (gchr.com.au).

If you are self-driving from the airport: after exiting the airport (Terminal Avenue) travel north along the Gold Coast Highway following the signs to Burleigh Heads for approx 7.5km. You will cross the Currumbin Creek and pass the Palm Beach Police Station on your left. Turn left at Fifteenth Avenue and take the third right onto Townson Avenue. Swordfish Court is on your left.

Arriving by train

An Airtrain, with two services per hour, operates directly between Brisbane international and domestic terminals, Brisbane City (Central and Roma Street) and the Gold Coast.

Journey time is approximately one and a half hours and no change of trains is involved. The nearest station to Palm Beach is Varsity Lakes. For the Airtrain timetable, please check <http://www.airtrain.com.au/timetable.php>.

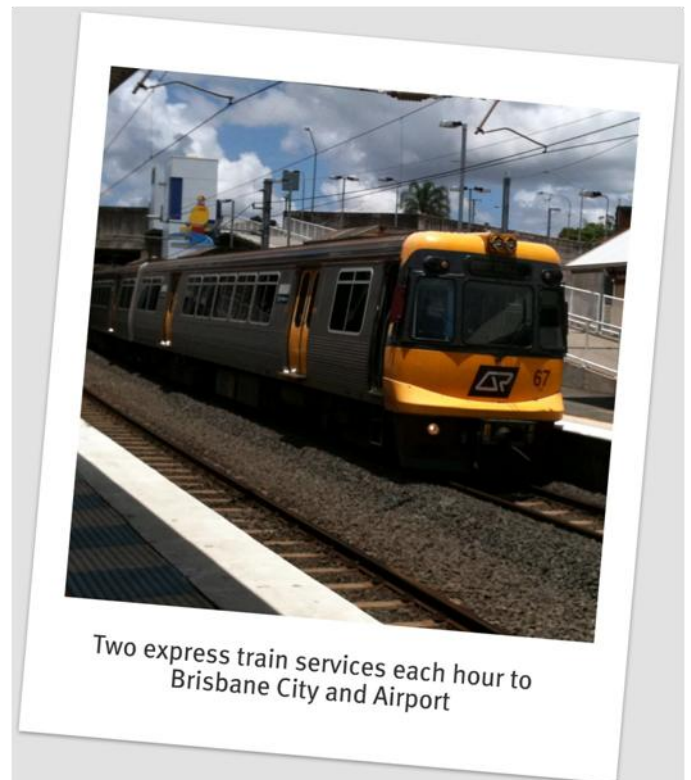
Arriving via the M1 Motorway.

Your holiday home is approx. 102km south of Brisbane Airport and requires a journey time of around 1 hour and 20 mins along the Pacific Motorway.

Whether you are travelling from north or from south, the easiest way to exit the motorway is to take Exit 92 onto Palm Beach Avenue. At the roundabout take the first exit onto Tahiti Avenue; make a slight right at Fifteenth Avenue and then take the first left onto Townson Avenue. Swordfish Court is on your left.

Amendments to Period of Stay

After arrival, if you wish to change the period of your stay please notify us as soon as possible. Extension of your booking period will be subject to availability. If you wish to leave earlier than originally planned, please note that no refund will be given.



Appliance Manuals

Instruction manuals for various appliances located in the bottom kitchen drawer.

ATM Machines

Various ATM's are located in the Palm Beach precinct. There is a 7-Eleven convenience store close by on the Gold Coast Highway at the service station and this has "cash out" facilities.

Banking

All major banks are located within walking distance from your holiday home. These are located at the Palm Beach CBD near to Seventh Avenue and at the Pines Shopping Centre, Elanora. Opening hours are generally between 9:30am and 4pm Monday to Friday.

Barbeque

There is a barbeque adjacent to the outdoor pool area for your use. Please ensure that you turn the power off after using and leave the barbeque in a clean condition.

Bath Towels

Please note that towels are not replaced daily.

Towels provided are not to be removed from the house. Guests must supply their own beach towels.

Business Facilities

Fax, photocopying services are available from the local Australia Post office. The nearest location is at the Pines Shopping Centre, Guineas Creek Road, Elanora.

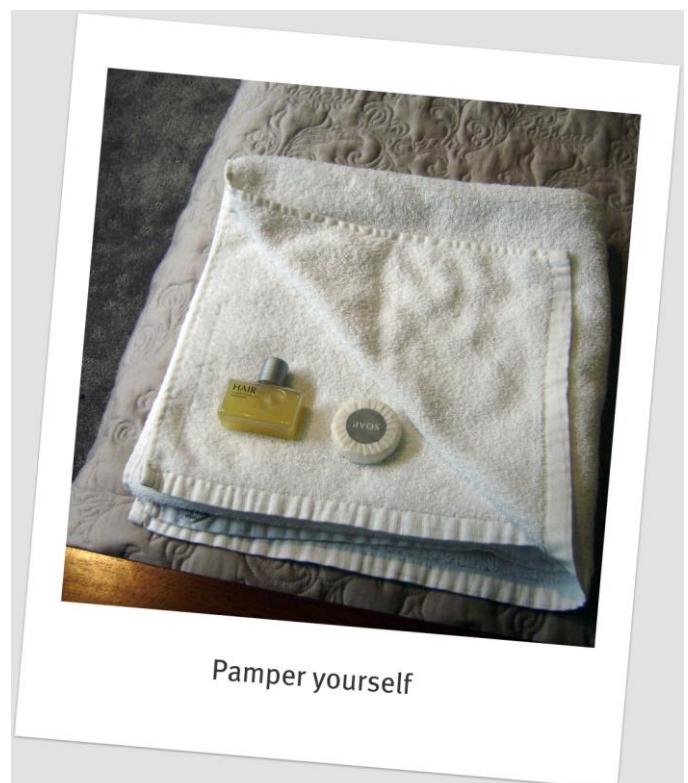
Car Hire

You can reserve a car through the GCHR website at the time you make your holiday booking.

Alternatively, there are a number of nationwide companies offering car hire on the Gold Coast as well as local operators. Those companies operating from within the airport can be found opposite the check-in counters.

East Coast Car Rentals	:	1 800 028 881
Avis	:	5536 3511
Hertz	:	5536 6133
Thrifty	:	5536 6955
Budget	:	5536 5357
Europcar	:	5569 3370
Redspot	:	1300 66 88 10

If you have booked from an off-airport operator, you should proceed to the meeting place opposite the Transport and Information desk.



Car Parking

Secure undercover parking is available on the premises for two vehicles.

Check In/ Checkout Arrangements

Unless prior arrangements have been made, check-in time is after 2.00 pm and checkout time is no later than 10.00 am. On departure, the property should be left in a similar state to its condition on arrival.

At the end of your stay, upon departure please leave both key and FOB sets in the house.

Chemist

An after-hours chemist (open until 8pm) is located at 1148 Gold Coast Highway, Palm Beach (Tel: (07) 5534 2773 and is located near to Sixth Avenue – about four minutes drive away.

Children

For the protection of young children, please make sure that children are supervised if using the pool. The pool area is fitted with a safety fence and safety gate.

Cinemas

There are no cinemas within Palm Beach. The nearest cinemas are at Pacific Fair or Robina Town Centre to the north or at Coolangatta (south). Movies are also shown at the Gold Coast Arts Centre located at 135 Bundall Rd, Surfers Paradise (Tel: (07)5588 4000). Programmes are advertised daily in the Gold Coast Bulletin.

Cleaning

For guests staying longer than seven nights a complimentary “mid stay” service clean is available upon request. If required please contact Housekeeping.

Otherwise, additional cleaning services for the house during the period of your stay can be provided at an additional cost of \$150. Upfront payment by Credit Card is required.

The clothes airing rack, broom, mop and bucket are all located inside the laundry cupboard. A vacuum cleaner is also provided for your use.

Complimentary Items

The house has been stocked with an *initial* supply of complimentary items such as soap, detergents, tea & coffee, milk, salt & pepper and toilet supplies for your convenience.

These items are not replenished during your stay. Supermarkets and convenience stores are located nearby.

Damage to House and Property (Breakages)

The house will be checked upon your departure for any damage or missing property belonging to the house.

Should we find any damage or missing property, we will charge your credit card and write to you by email advising the reason for the charge. This also applies to extensive cleaning charges as a result of your stay.

Doctors

Palm Beach Medical Centre

7 Palm Beach Avenue, Palm Beach

Tel: 07 5525 7455

Dr. Jeff Pittman

19th Avenue, Family Practice

155 19th Avenue Shopping Centre,
Elanora

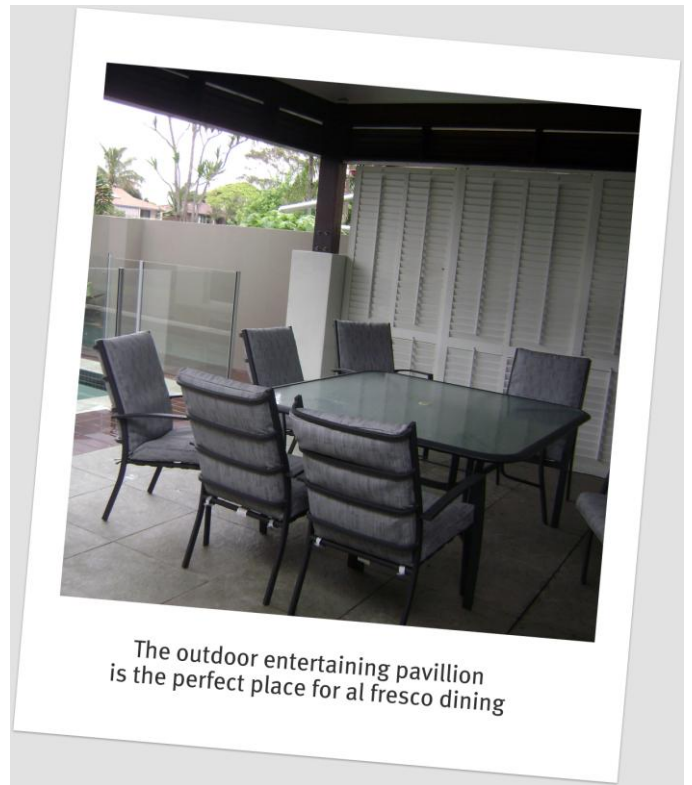
Tel: 07 5535 7611

Nearest major public hospitals include:

Robina Hospital: 07 5668 6000

Gold Coast Hospital: 07 5571 8211

Tweed Heads Hospital: 07 5536 1133



Doors and Windows

This is a safe neighbourhood but, as a precaution, please keep the front gate locked at all times. If you are leaving the house, it is suggested that you close the doors and windows, as the Gold Coast is renowned for strong wind gusts and afternoon storms. We also recommend that items not be left on the outside terrace or in the gardens, as they may be blown off in strong winds.

Please ensure that all external doors and windows are closed when the air conditioning units are in operation.

Electricity

We are all trying to do what we can for the environment, so please help us all “go green” by turning off all electrical appliances – especially air conditioning – when not in use and when you vacate the home at the end of your stay.

Emergencies and Repairs

For emergency service to your house or repairs please call Barry on 0430 341 795.

The emergency number in Australia for fire, police or ambulance is 000.

Fire Alarm and Procedures

Guests are requested not to burn incense or other aromatic substances within the house because of the sensitivity of the fire detectors that could be activated. Please turn ON the range hood extraction fan while cooking. In the event of a fire alarm during your stay, please call 000 immediately before exiting the house.

In case of fire, please make your way to the street. Please note this is a non-smoking house.

Fire alarms and fire department call outs are expensive, so care should be taken when cooking within the house and with barbecues. A fine of up to \$880 may be imposed. The alarms are installed to protect your safety.

Garbage

Garbage is collected weekly each Wednesday and bins should be outside by no later than 6am. Refuse should be segregated into recyclable and non-recyclable waste for collection.

General Conduct

Please be aware of the Terms and Conditions of rental. These are reproduced on page 15 of this guide. In addition, kindly remember that you are renting in a residential neighbourhood and as such, additional local government regulations regarding behaviour and excessive noise apply.

Specifically, we wish to draw your attention to the following paragraph in the Terms and Conditions of occupancy:

“Guests must minimise their impact upon the residential amenity of the neighbours and local community. Disturbance to neighbours, including excessive noise, is strictly prohibited. Please note you are in a residential area and regard must be paid to the quiet enjoyment of neighbouring properties. If there is a suggestion that guests may have breached the agreed terms and conditions, ATM Security will be called onsite to investigate and take appropriate action.”

Section 1.b



There are also laws and regulations governing conduct on waterways, especially in relation to maritime safety. Never venture onto the waters while under the influence of alcohol and please use life vests for your own safety.

All boats and operators have to be licensed by the Queensland Department of Transport and Main Roads. For information please refer to their website at <http://www.tmr.qld.gov.au/>. In addition the Queensland Tourism Industry Council offers a handbook on water safety which can be downloaded from the QTIC website at <http://www.qtic.com.au/> (Resources Section).

Internet and Telecommunications

Guests should make their own arrangements for internet and telephone access. It is recommended that guests bring their own USB to connect to their laptop computer. Internet cafés are available for your use in Surfers Paradise CBD.

Inventory

A list of inventory items provided for your convenience is in the home. Upon your departure, the inventory will be checked by housekeeping and the cost of any missing or damaged items will be charged to you. Thank you for your co-operation.

It is your responsibility to check this inventory on your arrival and notify us immediately of any discrepancies.

Keys

Two sets of keys will be provided to you on arrival.

- Any lost house key and key sets will incur a fee of \$150 each. In the event that you lose one during your stay, please contact Michael on 0420 457 148 as soon as possible.
- Details of a valid credit card representing a “bond” may be taken upon arrival.
- Please leave both key sets in the house on your departure.

Laundry Needs

A washing machine, clothes dryer, iron and ironing board are available for your use. These items are stored in the house's laundry. Drying and airing of clothes on any of the balconies is not permitted. It is advisable to leave the laundry window open whilst using the dryer to avoid activating the fire alarm.

Location

See detailed location map on page 15.

Miscellaneous Cleaning and Laundry Items

The clothes airing rack, broom, mop and bucket are all located inside the laundry cupboard.

Places of Worship

This is not an exhaustive list but provides locations of some of the more popular places of worship. Some of the major shopping centres also offer prayer rooms.

Anglican Church of Australia

69 Palm Beach Avenue, Tel: (07) 5534 2115

Gold Coast Hebrew Congregation

34 Hamilton Ave, Surfers Paradise, Tel: (07) 5570 1851

Mosques and prayer rooms

Cnr Allied Drive and Olsen Avenue, Arundel (for prayer times visit their website at <http://www.goldcoastislam.com.au/>)

Presbyterian Church of Queensland

Palm Beach Avenue, Tel: (07) 5593 3383

Roman Catholic Church

3 Sunlight Drive, Burleigh Heads, Tel: (07) 5576 6466

Uniting Church

Applecross Way, Elanora, Tel: (07) 5534 5817

Police

For non-emergency or general enquiries, please call Palm Beach Police station. This is located at the southern end of Palm Beach approx. 3km south on the Gold Coast Highway. The telephone number is 07 5534 0222.

Refunds

Please see Section 3 of the attached Terms and Conditions (Page 18) for details of refund policy.



Security

Despite the stringent protective security measures that have been put in place, neither the wholesaler, booking provider, the agent nor the homeowner assume any responsibility for your security and will not be held liable for any loss or damage to your possessions in or around the home.

To reduce the temptation for intruders, we recommend the following:

- Lock all windows and doors when you are away from the house
- Remember that access to your home can be gained from the water
- Do not leave cash or valuables in the house
- Limit the valuables you take to the beach. Do not leave your valuables unattended at any time, even in crowded areas
- Ensure that handbags or carry bags are covered and secured (particularly when out and about or sightseeing)
- Do not leave bags or valuables in your car. At least ensure valuables are not visible; this includes such items as GPS navigators
- When leaving your car, ensure all doors are locked and windows wound up.

Shopping

Local shopping is to be found along the Gold Coast Highway, principally in the commercial area on Gold Coast Highway between Sixth and Seventh Avenue and adjacent side streets. A second retail area is to be found on Philippine Parade; head south as far as Palm Beach Avenue (after Sixth Avenue) and then left at the second roundabout.

Good shopping can also be found in the adjacent suburbs.

We suggest you try The Pines Shopping Centre (Guineas Creek Road, Elanora, 4221) or the Stockland Shopping Centre on the West Burleigh Road at Burleigh Heads (4220). Stockland has a wide range of stores — Woolworths and Big W, IGA, Bunnings as well as a host of specialty shops. For emergency supplies there is a 7-Eleven convenience store at the nearest service station next to the McDonalds restaurant on the Gold Coast Highway.

If it is the malls you are after then try the Robina Mall, Pacific Fair or drive up to Australia Fair at Southport. Good shopping is also to be found in the Twin Towns of Coolangatta and Tweed Heads.

There are a number of restaurants along the Gold Coast Highway and within the various shopping centres. The Palm Beach Surf Life Saving Club was founded in 1930 and is popular with local residents. It has good food at reasonable prices and offers a children's menu. Membership is inexpensive and members receive a 10 percent discount on food and beverages. Coolangatta and Burleigh Heads are nearby popular venues for evening entertainment.



Swimming pool

The swimming pool is serviced regularly; however, routine care of the pool during your stay is your responsibility. Please ensure adequate water levels and that these water levels cover the filtration inlets. Damage to the pumps and filtration system may occur if this is not the case and may incur a charge. If in any doubt, please contact us.

Sun Protection

Enjoy outdoor activities without the risk of sun damage by wearing a broad-brimmed hat, a shirt with collar and sleeves and SPF 30+ broad-spectrum, water-resistant sunscreen on exposed skin. Try to avoid staying outdoors during the middle of the day when ultra-violet rays are strongest.

Surf Safety

For your own safety always swim in areas patrolled by lifeguards and lifesavers, inside the area where the red and yellow flags appear.

- Do not swim directly after a meal or while under the influence of alcohol.
- Do not swim when the red DANGER flag appears.
- Do not swim where there are no red and yellow flags.

If caught in a current or undertow or if you experience a cramp, raise one arm for help and float until help arrives.

The Palm Beach Surf Life Saving Clubhouse is located approx. 600 metres south on Jefferson Lane and near to Seventh Avenue. Tallebudgera Surf Life Saving Club is approx. 2.5km to the north.

If swimming in tidal estuaries please be aware of the danger of strong tidal currents.

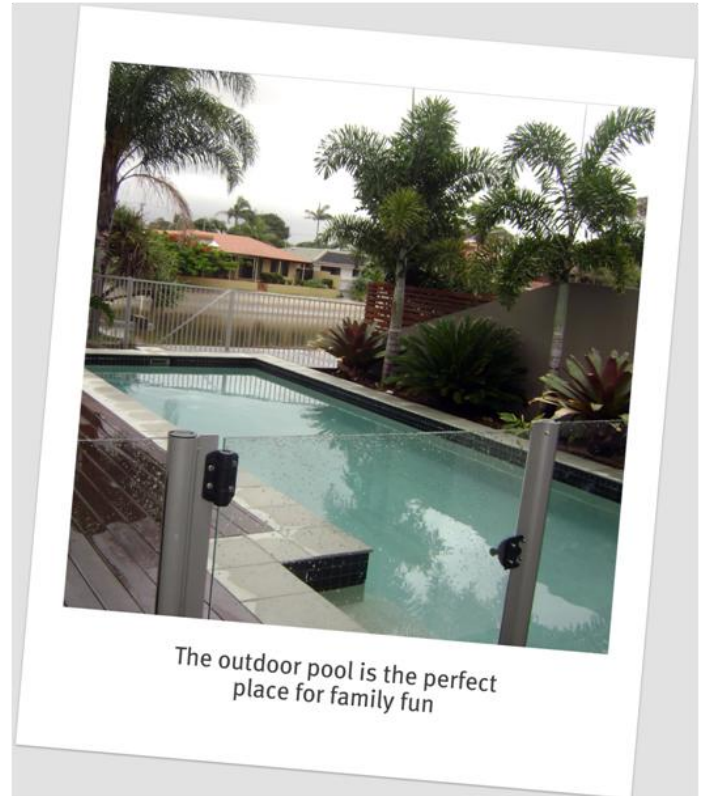
Television & DVD

Free to air television stations and Austar (cable TV – living area only) is available for your use and is complimentary during your stay. Local daily newspapers contain television guides.

A DVD player is connected to the television in the media room.

Transport

The Gold Coast is only 40 minutes away from Brisbane along the eight-lane Pacific Motorway. There is no toll charge between the Gold Coast and Brisbane however there is a toll fee for using either the Gateway Bridge or the Clem-7 Tunnel to access the northern suburbs of Brisbane and the Sunshine Coast.



Gold Coast Cabs operates throughout the Gold Coast and can be reached on 131 008.

Coast bus services operate as far south as Pottsville and Murwillumbah (NSW) and as far north as Beenleigh. Schedules may be infrequent and you are advised to check bus times prior to travel.

- For bus information call TransLink on 13 12 30
- TransLink website: www.translink.com.au
- Surfside Buslines: www.surfside.com.au

A fast rail service operates from Varsity Lakes/Robina through to Brisbane and to Brisbane airport. Rail timetables are available online at Queensland Rail <http://www.queenslandrail.com.au/Pages/Default.aspx>.

Travel Insurance

Travel insurance is advisable to ensure that you are adequately protected. This insurance generally covers you for:

- Financial loss caused by the involuntary cancellation of your holiday, including airfares and loss of deposit.
- Damage to or loss of personal belongings.
- Medical expenses.

It is recommended that you consult your insurance broker or travel agent regarding the type of travel insurance cover suitable for your needs.

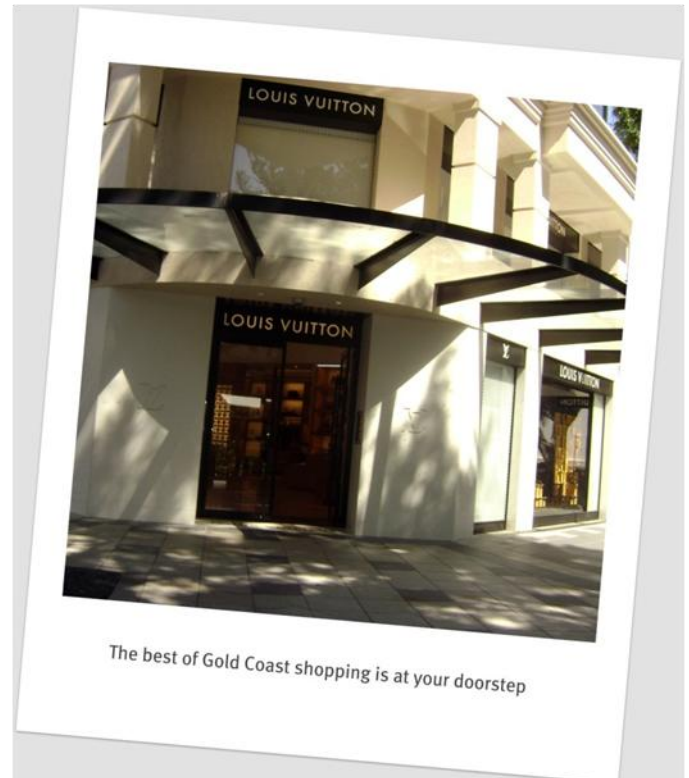
Valuables

Please do not leave any valuables in your house. We accept no responsibility for missing personal and/ or monetary items.

Water Restrictions

The Gold Coast is on Level 6 water restrictions. Please use water wisely:

- Spend less than four (4) minutes in the shower
- Turn off the tap whilst brushing your teeth or shaving
- Hang towels to minimise laundry



Map of Palm Beach



Terms and Conditions of Rental

We only accept bookings on the Terms and Conditions outlined in this document.

The following Terms and Conditions will apply to your stay at any property managed by Gold Coast Holiday Rentals (GCHR).

By making a booking and paying a deposit, you agree to abide by and comply with these Terms and Conditions as they stand now and as they may be changed from time to time on our Website www.gchr.com.au.

In case of any variation of booking conditions between us and an independent third party booking provider or wholesaler, the terms posted on the Website www.gchr.com.au will apply.

These Terms and Conditions were last updated on 27th December 2010.

1. GENERAL RULES

a) Guest Responsibility

- i. It is your responsibility to have read and understood the Terms and Conditions before making a booking and paying a deposit.
- ii. We reserve the right to change all or part of these Terms and Conditions at any time. It is your responsibility to keep yourself updated on any changes to these Terms and Conditions. If you object to a change of the Terms and Conditions after paying your deposit, it is your responsibility to immediately advise us at the contact details provided on this Website, and we both agree to negotiate reasonably to produce an outcome acceptable to both parties.
- iii. You must monitor the observance of the Terms and Conditions by your guests and invitees. A breach of these Terms and Conditions by your invitees or guests will be considered a breach by you.
- iv. A breach of these Terms and Conditions may result in, but is not limited to, you being evicted from the Premises, losing your Bond (if any) and/ or other monies paid (or owed) by you.
- v. Your credit card details will only be used to pay for amounts relating to your booking where directed by you. This information will never be supplied to a third party by us and will not be used for any other purpose.
- vi. By paying the deposit you agree to enter into an agreement to rent the Premises from us in accordance with these Terms and Conditions.
- vii. If the Premises are damaged due to accidental, negligence or wilful act of the guest or the guests invitees the Premises will be repaired by us at the cost of the guest.
- viii. Use of the Premises for any event or other than as residential Premises will result in the immediate termination of the booking for the Premises, removal of the guest(s) and other occupants from the Premises and other costs or expenses (including a function/extra cleaning fee of \$2,000) being charged to the guests credit card, if insufficient funds are available, the debt will be passed onto a debt collecting company or the courts for the debt plus recovery costs.

b) Guests must:-

- i. maintain noise at a reasonable level and, in particular, between 10pm and 8am.
- ii. comply with parking regulations and show consideration to neighbours and other vehicles.
- iii. dispose of garbage and recycling in accordance with the usual practice at the property and in the allocated bins. Guests must not leave excess rubbish in common or public areas.
- iv. notify the Agent of any complaints as soon as is practicable.
- v. minimise their impact upon the residential amenity of the neighbours and local community.
- vi. be responsible for their visitors.
- vii. respect the residential amenities of the property and neighbours.
- viii. maintain the security of the Premises.

- ix. abide by any noise abatement order issued by police or any regulatory authority.
- x. refrain from engaging in any drunken, obscene or antisocial behaviour.

c) Information about Premises

- i. While GCHR makes every effort to ensure that this information is current and kept up to date, this information may change without notice. The description of the Premises is made in good faith and no responsibility for misdescription will be accepted by us. All photos on this Website were taken on site and are provided as a guide only.
- ii. Photographs on the GCHR Website are an accurate representation of the described property at the time the photograph was taken and are subject to change and fair wear and tear. Neither GCHR nor the owner of the Premises accept responsibility for personal perceptions. Nor do we take any responsibility for any errors or omissions contained on the Website.
- iii. All properties under management are privately owned and are rented on a fully self-contained basis. In the event of faults and/or malfunctions of appliances or inclusions, there is no obligation from the owner or Agent to compensate or discount. We will accept no responsibility for any inconvenience with machinery breakdown. The agent's best endeavours to repair, replace or hire an alternative will be undertaken.

2. BOOKING CONDITIONS

a) Tariffs and Fees

- i. Tariffs/ Prices listed on our Website are a nightly rate based upon a minimum stay of three (3) nights and are a guide only. Tariffs, Prices/ quotations are subject to change without notice and will not be guaranteed until a deposit has been processed and you have received formal confirmation of your booking from us via email, SMS or letter.
- ii. Surcharges will apply to one and two night stays.
- iii. Where the booking is for more than 4 persons in a 2 bedroom property, 6 persons in a 3 bedroom property and 8 persons in a 4 bedroom property, rollaway beds will be provided at an additional fee of \$55 per person per booking.
- iv. An additional non refundable fee of \$16.50 will apply when the payment of the deposit is processed for bookings of less than 7 days duration.
- v. Where a barbeque (BBQ) is provided at the Premises an additional cleaning fee of \$55.00 will apply
- vi. If a credit card transaction is declined for any reason, at our sole discretion a \$22 re processing fee may be imposed.

a) Payment and Deposits(s)

- i. We accept payment either by credit card (Visa or Mastercard only – no debit cards) or Electronic Funds Transfer. Please contact us if you would like to pay by Electronic Funds Transfer.
- ii. A 25% deposit of the total booking fee is required to secure your booking and must be paid at the time of making your booking.
- iii. The balance of the Total Booking Fee must be paid at least one (1) month prior to your arrival date. We will endeavour to send you a courtesy reminder five (5) weeks before your arrival date, but the responsibility to make the payment rests with you.
- iv. For bookings made within one (1) month prior to your arrival date, full payment is required at the time of booking.
- v. No matter what the circumstances, the Total Booking Fee must be paid by you no later than four (4) weeks before your arrival date.

3. REFUNDS AND TERMINATING YOUR BOOKING

a) Termination by Guest

- i. If you cancel your booking for any reason, the following cancellation fees apply. If cancelled:
 - a. 1 month or less before arrival, 100% of the total booking fee will be forfeited
 - b. Within 2-3 months before arrival, 25% of the total booking fee will be forfeited
 - c. More than 3 months before arrival, \$220 will be forfeited.
- i. If the Total Booking Fee has not been paid four (4) weeks before your arrival date we may terminate the booking without notice to you and seek to relet the Premises. If your booking is terminated under this clause, you will be automatically charged a service fee equivalent to 12% of one week's rent for the Premises and any additional costs that we have incurred by your failure to pay the Total Booking Fee, the remainder of your payments to date may be refunded to you
- ii. Any refund is at our sole discretion and we are not obliged to provide one.
- iii. No refund will be given for early departure.
- iv. Refunds cannot be made for bookings cancelled due to inclement weather or illness. We recommend that you take out comprehensive travel insurance to protect you in this regard.

b) Termination by Agent

- i. If the Premises becomes unavailable for occupancy before or during your stay for any reason (i.e. damage to the Premises, carrying out emergency repairs, sale of the Premises by the owner, the termination of our appointment to act as Agent for the Premises or any other eventually), we will endeavour to find suitable alternative arrangements for your stay. If satisfactory alternative arrangements cannot be made, we will refund monies paid for the whole or part of the booking not fulfilled.
- ii. We cannot be held responsible should a property be listed for sale, sold or the Agent's appointment to act is terminated and your booking is cancelled.

4. CONDITIONS OF OCCUPANCY

a) Check-in and Check-Out

- i. Check in time is from 2.00pm onwards. We do not maintain an office at the property. We will be in contact with you to advise check in arrangements approx 4-6 days prior to your arrival. All queries in regards to check in arrangements should be directed to Andrew Henderson at ahenderson@gchr.com.au or 0409 446 614
- ii. You must check out before 10.00am on your check out day. Extra charges will apply if you are late in checking out.

b) Use of Premises

- i. To maintain a good standard for guests, certain conditions need to be complied with when staying at the Premises. We appreciate that most guests will respect the relevant property, but the occasional abuse and the need to draw your attention to safety requirements requires the following conditions to be stated clearly:
 - a. The Premises must be left in a similar state to the condition on arrival. Failure to leave the Premises in a satisfactory manner will result in you incurring extra charges. You authorise us to charge you for the additional costs we incur to clean the Premises on your departure.
 - b. Only the number of people shown on the confirmation email may stay at the Premises overnight. The number of your guests at any time should not exceed the number stated on the confirmation email notice unless subsequently agreed in writing or email by us.
 - c. You must not use the Premises for any unlawful purpose.
 - d. You must not smoke on the Premises.
 - e. Animals or pets are strictly prohibited on the Premises unless prior arrangements are confirmed in writing by us.

- f. Parties and other functions are strictly prohibited on the Premises. The Total Booking Fee charged is for private domestic holiday use only. Accordingly this rate does not allow for the extra costs associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Failure to comply with this condition may be considered a serious breach of this agreement resulting in your eviction, the loss of your bond and/or other monies paid by you.
 - g. Disturbance to neighbours, including excessive noise, is strictly prohibited. Please note you are in a residential area and regard must be paid to the quiet enjoyment of neighbouring properties.
 - h. You must comply with all reasonable directions provided by us.
- ii. We reserve the right to enter the Premises at any time for any reason to ensure the compliance with these Terms and Conditions.

c) Breach of Conditions of Occupancy

- i. A failure to comply with any of the above Conditions may be considered a serious breach of this agreement resulting in your eviction, the loss of your bond (if any) and/ or monies paid (or owed) by you.

d) Balconies

- i. For your safety, if there is one or more balconies on the Premises please ensure that you, your guests and your invitees observe the following rules:
 - a. A maximum of six (6) people are allowed on a balcony at any one time;
 - b. Do not climb, sit on, push or use strong force against the railings;
 - c. Avoid any behaviour which may cause damage to the Premises, the balcony or its safety features;
 - d. Avoid any behaviour that may cause a person to injure another person, themselves or cause someone or something to fall from the balcony;
 - e. Do not go out on the balcony if you are under the influence of alcohol or drugs;
 - f. Ensure that all windows and balcony doors are locked before you leave the Premises.
- ii. If children or persons of concern will be visiting or staying at the Premises, ensure that they are supervised at all times when using the balcony.
- iii. At all other times, we highly recommend that you lock the door/s providing access to the balcony using the security lock which has been installed at a height of at least 1500mm.

e) Pool Area

- i. You, your guests must not use glass or glass products in the pool area.
- ii. Please ensure that children and persons of concern are supervised in the pool area and when using the pool.

f) Parking

- i. Guests must only park their cars in the designated areas and clear of driveways.
- ii. You will be informed of the designated areas upon your request by us or at the time of check in and is subject to change. Do not park on grass areas. We cannot be held responsible for any fines imposed for non observance of these rules.

g) Loss, Damage or Injury

- i. You will be held responsible for any damage, breakages, theft or loss of any property on or in the Premises during your stay (including keys). If any property is affected in this manner, you will be responsible for all related costs for the repair or replacement of the affected property. You authorise us to deduct these costs from your bond (if any), monies paid (or owed) by you and if further required, charge your credit card accordingly.

- ii. Neither GCHR nor the owner of the Premises takes any responsibility for the loss or theft of your personal property nor any bodily injury on or at the Premises.

h) Parties and other Entertaining

- i. We have a zero policy on parties being held in the Premises. A party being defined as:
 - a. Any situation where the maximum number of guests allowed per Premises is exceeded;
 - b. Any situation where the noise level from the Premises is deemed too high thereby disturbing other guests and/or residents;
 - c. Any situation whereby excessive traffic to and from the Premises is identified;
 - d. Any situation where it is deemed that intoxication is occurring;
 - e. Any situation where it is identified that excessive alcohol is present.
- ii. If any Premises is identified as having a party, we reserve the right to immediately request all occupants of the Premises to vacate the Premises and terminate the stay. In such a situation, the Total Booking Fee will be forfeited. In addition any expense resulting from additional cleaning, replacement of any furniture/fixtures/breakage, including lost keys as well as any repairs will be deducted from the bond or charged to your credit card.

i) Alcohol

- iii. We do not allow excessive levels of alcohol to be brought in to the Premises. Excessive amounts of alcohol being defined as:
- iv. Cases/slabs/cartons of beer, pre mixed drinks etc.;
- v. Multiple bottles/cases of spirits/wine.
- vi. If a registered guest or any persons associated with that guest, is identified as bringing excessive amounts of alcohol to the Premises that person will be requested to either relinquish the alcohol to us (or our appointed security provider) which will be stored in safekeeping for their retrieval on departure, or alternatively for the alcohol to be permanently removed from the Premises. If at any stage, should a person be deemed in breach of this policy and refuse to abide by the requests, then that person will be requested to leave the Premises.

j) Additional Actions that may Result in Eviction

- vii. We, or our appointed representative reserve the right to immediately evict any guest, visitor or member of the public for the following (but not limited to) reasons:-
 - a. Intoxication and/or unsavoury/lewd behaviour;
 - b. Throwing objects off any balcony or Premises;
 - c. Spitting or vomiting over the balconies;
 - d. Wilful damage to the Premises or to surrounding property;
 - e. Physical or verbal abuse/assault of our staff, other guests, residents, members of the public on or around the Premises;
 - f. Any behaviour deemed as a potential safety threat to others;
 - g. Any breach of these Terms and Conditions including alcohol or party policy;
 - h. Any incident for which the police are required to attend.

k) Smoke Alarms

- i. Apartment accommodation is equipped with back to base smoke alarms, accidental setting off of these smoke alarms may result in the fire brigade attending, if the fire brigade attends a false alarm this will result in a fine from the fire department, these fines are expensive and are passed onto the guest.

5. SPECIFIC RULES RELATING TO YOUR STAY AT AN APARTMENT

- i. If you are staying in an Apartment, you, your guests and your invitees must comply with the by-laws, house rules and any reasonable directions provided by members of the body corporate's committee or building manager for the scheme.
- ii. The rules provided above under the heading of 'Conditions of Occupancy' and the definition of the 'Premises' extend to the common property of the scheme.
- iii. The properties listed on the GCHR Website are independently operated and managed. They are neither managed by nor associated with the resident building (on-site resort) manager ('Building Manager'). The Building Manager has no responsibility for the Premises, and is not responsible for your booking or stay, including issues relating to check-in, check-out, cleaning, maintenance and parking. For any such issues, please contact us at 0418 658 694 or 0409 446 614.

6. EXTRA FEES AND CHARGES WHICH MAY APPLY TO YOU AS A RESULT OF YOUR OCCUPANCY

- i. In addition to the tariffs and fees listed above and paid in full before you enter the Premises, additional fees and charges may be levied as outlined below:-
 - a. We reserve the right to charge you a bond at the time of making your booking or a credit card authorisation ("Pre-auth") at time of check in. The bond or pre-auth may be used to cover incidental items such as (but not limited to) consumables, breakages, extra cleaning charges or damage incurred during your stay. The bond will be refunded to you once an inspection of the Premises is carried out after you check out, less the cost of any incidental items, fees and charges. Current bond and pre-auth amounts are \$500 for Apartments and \$1,000 for Houses. These amounts are subject to change. You will be notified if this is required;
 - b. The pre-authorized amount is set aside by the credit card company for a period of up to 10 days. The pre-authorization will affect your available funds balance or spending limit. For more information on this practice we suggest the cardholder contact their card issuer. Once a pre-authorization has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. This is a merchant process and cannot be changed;
 - c. If you provided us with your credit card details, you provide your consent for us to deduct from your credit card any additional fees or charges stipulated in this agreement;
 - d. Where credit card details are not available a cash deposit equal to the tariff for one (1) nights' accommodation may be required;
 - e. If a security guard is called out by any person following a noise complaint during your stay at the Premises a \$165 call out fee will be payable by you. A second complaint will cause eviction with no refund of monies paid by you;
 - f. Fees will apply if more guests then the amount stipulated on the confirmation email of your booking stay at the Premises without our prior written consent;
 - g. You must pay all associated costs for the repair or replacement of damaged, lost or stolen property on or at the Premises;
 - h. We reserve the right to charge you a special cleaning fee to cover the reasonable cost of additional cleaning of the Premises that is required as a result of your occupancy.

7. COMPLIANCE

- i. The Owner of each of the properties listed on the Website has appointed the Agent, [trading as GCHR.com.au BN 21271562) ABN 22 618 705 680], to manage the property on their behalf and receive the rental money into a statutory trust bank account. The law in Queensland requires real estate agents to bank monies received from all real estate transactions into a trust account that is subject to regular audits. This ensures that your deposit and rental money is protected.

- ii. This is done independently from booking providers/ wholesalers, who provide marketing and promotional services on other Websites in respect of these properties.

8. INTERPRETATION

- i. 'Apartment' means any lot in a community titles scheme for the purposes of the Body Corporate and Community Management Act 1997 in which you have agreed to stay through this Website.
- ii. 'House' means any dwelling that is not an Apartment that you have agreed to stay at through this Website.
- iii. 'Premises' means the property listed on this Website where you have agreed to stay and includes a house or house.
- iv. 'Total Booking Fee' means the total rate or amount payable for the full period of your stay including the basic tariff plus if levied fees for the supply of rollaway beds, BBQ cleaning, and administration (Credit Card re processing fees).
- v. 'Agent' means Tony Boulden a fully licensed real estate agent in Queensland (LN 321 9610) and New South Wales who is accredited by the REIQ (Real Estate Institute of Queensland #61257)
- vi. All dollar amounts on this Website are expressed in Australian dollars (AUD\$) only.
- vii. Website means the information portal at www.gchr.com.au.

Reserve now for next time?

Bookings can be heavy during peak holiday seasons with many houses booked out one or more years ahead. If you have enjoyed your holiday and want to return again, why not reserve a booking for your next holiday straight away and avoid disappointment? Call us on 0418 658 694 before you leave to enquire future availability.

School Terms for 2011

Note these are indicative only and as circumstances can change for areas and individual schools, you are advised to check further for definitive guidance.

State	Term 1	Term 2	Term 3	Term 4
Australian Capital Territory (ACT)	Friday 4 February to Friday 15 April	Monday 2 May to Friday 8 July	Monday 25 July to Friday 30 September	Monday 17 October to Wednesday 21 December
New South Wales (NSW)	Friday 28 January to Friday 8 April	Monday 26 April to Friday 1 July	Monday 18 July to Friday 23 September	Monday 10 October to Tuesday 20 December
Northern Territory (NT)	Monday 24 January to Friday 1 April	Monday 11 April to Friday 24 June	Monday 25 July to Friday 30 September	Monday 10 October to Friday 16 December
Queensland (QLD)	Monday 24 January to Friday 15 April	Tuesday 26 April to Friday 24 June	Monday 11 July to Friday 16 September	Monday 3 October to Friday 9 December
South Australia (SA)	Monday 31 January to Friday 15 April	Monday 2 May to Friday 8 July	Monday 25 July to Friday 30 September	Monday 17 October to Friday 16 December
Tasmania (TAS)	Tuesday 14 February to Friday 3 June	Monday 29 June to Friday 2 September	Monday 19 September to Wednesday 21 December	-
Victoria (VIC)	Tuesday 1 February to Friday 8 April	Monday 26 April to Friday 1 July	Monday 18 July to Friday 23 September	Monday 10 October to Thursday 22 December
Western Australia (WA)	Wednesday 2 February to Thursday 21 April	Monday 9 May to Friday 8 July	Monday 25 July to Friday 30 September	Monday 17 October to Thursday 15 December

Public Holidays for 2011

January – March	
Monday 3 January	New Year's Day
Wednesday 26 January	Australia Day
Monday 7 March	Labour Day (WA)
Monday 14 March	Canberra Day (ACT), Adelaide Cup Day (SA), Eight Hours Day (TAS), Labour Day (VIC)

April – June	
Friday 22 April	Good Friday
Saturday 23 April	Easter Saturday

Monday 25 April	Easter Monday
Tuesday 6 April	Easter Tuesday (TAS)
Tuesday 26 April	Anzac Day
Monday 2 May	May Day (NT), Labour Day (QLD)
Monday 6 June	Foundation Day (WA)
Monday 13 June	Queen's Birthday (All except WA)

July – September	
Monday 1 August	Bank Holiday (NSW financial institutions), Picnic Day (NT)
Wednesday 17 August	Royal Queensland Show Day (Brisbane metro)
Monday 26 September	Queen's Birthday (WA)

October – December	
Monday 3 October	Labour Day (ACT, NSW, SA)
Tuesday 1 November	Melbourne Cup Day (metro area)
Monday 26 December	Christmas Day
Tuesday 27 December	Boxing Day (All except SA) Proclamation Day (SA)

Disclaimer

Above information was obtained from Australian government websites and was correct at the time of publication. However, we cannot warrant the accuracy of the information and you are advised to check details at <http://australia.gov.au/topics/australian-facts-and-figures/school-term-dates> (for school information) or <http://australia.gov.au/topics/australian-facts-and-figures/public-holidays> (for gazetted public holidays). State government education websites also offer information.