

***Please email or call your Holiday Manager (who holds the keys) at least 1.5 hours prior to your arrival and let them know your approximate arrival time.***

Arriving after 6pm: If you think you will be arriving after 6pm your Holiday Manager will leave the keys out for you in a designated location at the property. The Holiday Manager will come back the next day after you have settled in to meet you.

Arriving between 2pm - 6pm: Should you arrive before 6pm the Holiday Manager will meet you at the property to acquaint you with the place and hand over the keys. Please liaise with your Holiday Manager as to what option will work best for you. Thank you.

**Check-in: from 2pm onwards      Check-out: by 11am**

Your Bachcare holiday accommodation is available to you from 2pm onwards. Check out time is by 11am on your day of departure, unless otherwise organised with your Holiday Manager.

Please make sure you do get in touch with your Holiday Manager, otherwise we can not guarantee your holiday accommodation will be ready for your arrival.

Upon your departure day, please contact your Holiday Manager to advise when you are planning to leave your holiday accommodation. Your holiday manager will meet you again at the property to collect the keys and to complete your departure inspection. Your bond will be refunded within 5 working days of your departure, subject to the property being left in the same condition in which it was found.

**Cleaning** □- Please remember that the house is to be left in the same clean condition and to the same standard that it was in upon your arrival. If you have not purchased the cleaning services already through Bachcare you will find products stored at the house for cleaning purposes. If you have problems finding these cleaning supplies, or feel additional cleaning supplies are required, please contact your Holiday Manager. Should you decide during your stay that you would like to take up Bachcare's cleaning service please feel free to call your Holiday Manager at any time to advise them. A cleaning fee of \$35 per hour + GST will then be deducted from your bond. You will find a list of cleaning requirements at the house in the Welcome Book.

**Private Holiday Accommodation-** Please treat this property with lots of love, care and respect. You will be liable for any damages that occur to the property throughout the duration of your stay. Please remind your guests of the terms and conditions of the booking.

**Linen** □- Each house is equipped with duvets and pillows (unless otherwise noted). Bring your own sheets, pillow cases, towels, bath mats, and tea towels. *Please ensure a top sheet is used at all times to protect the duvet and for hygiene purposes.*

If you have pre-purchased the linen service, sheets, pillow cases, towels, bath mat, face cloth and tea towels will be provided. Please check the quantity of linen supplied when you arrive at the house. You will be responsible for ensuring that the same quantity remains in the house upon your departure. Any linen items missing from the property upon your departure, will be charged back to you at cost + GST, plus an administrative fee of \$15 + GST.

If linen is included in your nightly rental rate, please disregard the above linen information!

**Your Group** - □ Your booking is accepted by Bachcare for the persons noted on your booking form (which includes the number of persons and ages). Should the details of your group change, please contact the Bachcare Support Office in writing to see if your request can be accepted. We ask that you respect this limit at all times throughout the duration of your stay. This includes both people staying at the house and guests. If you have any concerns, please contact your Holiday Manager or the Bachcare Support Office.

**Pets** □ - Pets are only allowed in designated properties if permission is received at the time of booking, subject to the Pet Friendly fee. Should an animal be found at the property when it is specified as being "No Pets" your bond will be forfeited. If the house allows Pets but you have not requested this option, please contact the Bachcare Support office in writing to request permission for the animal.

**Water** - Please be mindful of the environment and use water cautiously. Not all holiday accommodation is on town supply, meaning water is available through a tank. Should the tank run out, it could take up to 48 hours for the tank to be replenished.

**Rubbish Disposal** □ - All rubbish must be left in council approved bags and put out on the days advised by your Holiday Manager. There is one bag supplied for every three days of your stay. Some destinations may require you to deliver your rubbish to a designated refuse station. Please enquire with your Holiday Manager as to where you can purchase these bags and where you need to dispose of your rubbish. Please follow the procedures to avoid any rubbish removal charges.

**Gas Bottles** □ - Gas bottles should be found at the property with adequate gas. Should the bottle need refilling, please contact your Holiday Manager, and they will take care of this for you.

**Breakages** □ - Should you break any small items, such as glasses, plates, crockery, please be honest and notify your Holiday Manager or let them know on the day of your departure. Full disclosure is the best approach.

**Early Arrival or Late Departure** - Your holiday accommodation may be available for an early check in or late check out, for a surcharge of 25% of the daily rental rate. Please ask the Support Office, in writing, should you wish to alter your arrival or departure time.

**And Remember!** We are here to assist you during your stay. Don't leave it until the end of your holiday to let us know! Your Holiday Manager is available throughout your stay if any issues arise. Please do get in touch with them. The Support Team is also available 7 days a week on 09 307 1550 or 0274 695 295.