

# Rent-A-Home Booking Form



Thank you for choosing [rentahome.com.au](http://rentahome.com.au) for your accommodation. Please complete details and return by fax (+61 2 8596 4781) or email to [info@rentahome.com.au](mailto:info@rentahome.com.au). Confirmation will be sent to you with, full property address, payment receipt and key collection details.

## Quote Details

Property ID		Property Address	
Quote Ref:	QN-	\$	Weekly rental rate as quoted
Departure Clean as quoted	\$	Weekly / Fortnightly Service \$	Yes/ No

## Dates of travel/extension: *(You must fill in all of the fields marked by an asterix).*

Arrival date*		Check in from 2PM
Departure date*		Checkout 10AM
Extensions (Subject to availability)	May you require an extension? No / Yes until: ___ / ___ / ___	
Number of Visitors	Adults*	Children (under 15yrs)
Group type*	Eg. Single Persons, Couple, Family, Friends	
Purpose of Stay*	Eg. Holiday, Business, Relocating, Temporary Housing	
Preferred Key collection time*		Flight/Craft Number

## Visitor/Occupant Details: *(You must fill in all of the fields marked by an asterix).*

*These are primary contact numbers for the occupant.*

Title*		First name*		Surname*
PhotoID (DriversLic. / Passport) *				
Company Name		ABN		
Corporate Benefits Program Membership Number		"Corporate" at <a href="http://www.rentahome.com.au">www.rentahome.com.au</a>		
Street Address*				
Suburb*		State/ Province*		
Country*		Postcode/ Zip Code*		
Visitor's Phone*		Mobile		
Visitor's Fax				
Email Tax Invoice & Itinerary*				
Cc: Email Invoice & Itinerary	Eg. Accounts/HR			

## Alternative Contact Details: *Eg. Human Resource Manager, Colleague, Family, Friend*

Contact Name		Position
Contact Phone		Mobile
Email - Itinerary	<i>Dates/Address only (NO payment details)</i>	

## Comments / Notes: *List special requirements eg. Cot, Wheelchair access. Fees & Charges may apply.*




**Acceptance and Payment:** (You must fill in all of the fields marked by an asterix).

Yes, I have read and accept rentahome.com.au's Terms and Conditions.

My preferred payment type is: { }Credit Card { }FundsTransfer (details provided once reservation confirmed)  
{ }Company Cheque

<b>NOTE:</b> Credit card details are required as a Security Deposit for all bookings. You expressly authorise any unpaid rental, damage or incidentals to be processed to your credit card.	
<b>Name on Credit Card*</b>	_____
<b>Credit Card Number*</b>	_____
<b>Circle Card Type*</b>	Bankcard, MasterCard, Visa, AMEX
<b>Expiry Date*</b>	____ / ____
<b>Authorised Card Signature</b>	<b>CCV security digits on the signature panel</b> ____ - ____ - ____

*#A credit card service fee of is applicable on the processed amount and appears as a separate transaction on your credit card statement (Visa, MasterCard, Bankcard and Amex at 2.2% inc GST). Payment may be made directly to the Trust Account, deposits must have SURNAME and BOOKING Reference to ensure your payment is identified and booking confirmed.*

<b>Authorised Signature, if paying by other than credit card eg. EFT, Company Cheque, Bank Deposit:</b>	
Visitor/ Authorised Representative Signature	_____
Print Name	_____
Position	_____

**rentahome.com.au Contact Details**

Company Name: Occupancy Pty Ltd t/a [rentahome.com.au](http://rentahome.com.au)  
ABN: 61 109 691 929 / Real Estate Agency Corporate Licence: 1382404  
Licensee in Charge: Mr Justin Butterworth 1382404  
Telephone Number: (+61 2) 8596 4730 / Fax. Number: (+61 2) 8596 4781  
Email Address: [info@rentahome.com.au](mailto:info@rentahome.com.au)  
Address: Level 2, 1 Darling Island, Pyrmont NSW 2009

**Visitor Terms and Conditions - Booking Form**

*Please carefully read the Terms and Conditions that apply between Rent-A-Home.com.au Pty Ltd ("rentahome", "us", "website") the Property Manager and you ("Visitor") for the booking of your property for the purposes of short-term holiday or furnished rental accommodation.*

**1. Booking and Payment**

1.1. The property is let to you for the period stated in your booking confirmation. You agree to not sublet or assign the property or any part of it. Extensions are subject to availability and approval by the Property Manager.

**1.2. EasyPay Bookings**

1.2.1. A Payment Schedule is issued with your booking confirmation. For bookings longer than 8 weeks a residential lease may apply and your payment schedule may vary.

1.2.2. A Holding Deposit being 25 % of the Total Amount, up to a maximum of the first 8 weeks rental plus Departure Clean, is required to secure a Booking. The Balance will be due 30 days prior to Arrival or according to your Payment Schedule. Rental is billed in 4 week instalments in advance starting at the end of the 4th week.

1.2.3. Failure to make payment in accordance with this schedule may result in cancellation of your booking and will be subject to the Cancellation & Refund Policy below. If you depart early you are obliged to make payments to fulfil your booking until we re-let the property for your booked dates.

1.2.4. All EasyPay booking payments must be made to Rent-A-Home.com.au Pty Limited Trust Account.

1.2.5. Credit cards are accepted and a service fee of 2.2% inc GST (Bankcard, MasterCard, VISA and Amex) is applicable, and appears as a separate transaction on your credit card statement.

**1.3. DirectPay Reservations**

1.3.1. Rent-A-Home only provides an online reservation referral service and does not collect any funds from the visitor for DirectPay properties. Visitors must direct all payment and confirmation queries to the Property Manager under DirectPay. The Property Manager will provide a confirmation and information on payment, cancellation and refund terms and payment types accepted for your reservation directly with them.

1.3.2. Rent-A-Home recommends visitors: use PayPal, avoid instant money transfers, take care when making payment and

travel with insurance. For safe online practises please refer to the Australian Government website [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au).



#### **1.4. EasyPay: Amendment, Cancellation & Refund Policy**

1.4.1. Any amendment or cancellation of an EasyPay booking will incur a \$55 administration fee.

Amendment to the dates of stay may be considered a cancellation for that booking and a new booking will be issued.

1.4.2. If a booking is cancelled more than 30 days prior to the Arrival Date, 25% of the Total Amount is due and payable by the Visitor and retained from the Holding Deposit, the balance will be refunded.

1.4.3. If a booking is cancelled less than 30 days prior to the Arrival Date a refund will be available only for the re-let portion of your Booking.

1.4.4. Rent-A-Home will use best endeavours to re-let the property at the best rate to try and give you the maximum refund. Rent-A-Home accepts no liability for your foreign exchange or transaction costs.

1.4.5. All Refunds are calculated in AUD at the nightly rate less a 5.5% booking fee and transaction costs. Refunds are reversed to the credit card or payee account (fax your initial transfer receipt to +61 285964781) of the original transaction and may take up to 7 days for approval plus 5 business days to appear on your statement.

#### **2. Residential Amenity & Good Neighbourly Behaviour**

2.1. The Visitor must comply with the By-Laws that apply to the property, engage in good neighbourly behaviour, preserve the residential amenity and not be a nuisance or annoyance to adjoining or neighbouring occupiers (eg. loud music, parking). Particularly noise should be kept to a minimum between 10pm and 8am.

2.2. The maximum number of persons that may be accommodated at the property is specified in your booking confirmation. Excess persons will be required to vacate the property or a pro rata charge may apply if appropriate bedding is available at the property at the Property Manager's discretion. All properties have a strict no party and no functions policy unless prior express written approval is granted by the Property Manager.

2.3. The Visitor must leave the property in a clean and tidy condition, and adhere to recycling/garbage removal programs.

#### **3. Bond/Security Deposit and Property Damage**

3.1. A Bond/Security Deposit may be required by the Property Manager of an amount typically equivalent to \$500 or otherwise as advised by the Property Manager prior to Arrival. For bookings greater than 8 weeks, leases or for prestige properties the amount of Bond may vary and may be lodged with the relevant authority.

3.2. The Visitor may not remove any of the furniture or effects from the property and will be liable for any furniture or effects damaged or missing from the property. Furniture must be returned to its original position.

3.3. Rent-A-Home or the Property Manager has the authority to deduct monies from the Security Deposit or credit card to remedy any damage, excess cleaning, missing items, excess utilities caused by the Visitor, or to invoice the Visitor by email, fax or post for immediate payment.

#### **4. Liability & Rental Guarantee**

4.1. You agree to indemnify Rent-A-Home, the Property Manager and Property Provider from any claim of loss of personal effects or financial damage direct or indirect whatsoever incurred by the you in booking any Rent-A-Home property.

4.2. Property Managers will endeavour to describe the property and its position to the best of their ability and in good faith. No liability or damages will be accepted by Property Managers or Rent-A-Home for mis-description.

4.3. You agree to be bound by Rent-A-Home's Rental Guarantee Terms and Conditions which provides you with protection and limits subject to eligibility for any issues relating to the property or Property Manager.

#### **5. General Conduct**

5.1. The Visitor must not smoke within the property else a de-odorising fee will apply.

5.2. The Visitor must, every time they depart the property, securely lock doors and windows, and switch off lighting, appliances and water to conserve resources and avoid damage.

5.3. The Visitor shall immediately report to the Property Manager any repairs required or damage.

5.4. Animals are not permitted unless expressly agreed in writing by the Manager or as accepted within a "Pet-Friendly" property.

#### **6. Right to inspect the Property and re-enter the Property**

6.1. The Property Manager has the right to inspect the property during the booking period subject to reasonable prior notice being given unless the Property Manager has reasonable grounds to believe that the property is being damaged or at risk or if the Visitor breaches any term of this agreement.

#### **7. Arrival, Departure & Keys & Lock Outs**

7.1. Visitors may collect the keys after 2pm on the Arrival Date from the office of the Property Manager, unless otherwise agreed in writing prior to arrival. Visitors must reconfirm the check-in and key collection time 48 hours to arrival. Photo ID & credit card details are required when collecting keys. Arrival or Departure outside of the hours 8am to 8pm may incur additional fees the Property Manager will advise these at the time of booking.

7.2. The property must be vacated by the Visitor and keys returned to the Property Manager by 10:00 am on the Departure Date. Failure to depart will authorise Rent-A-Home to levy additional charges for rental and costs incurred.

7.3. Visitors are responsible for keys (including access devices) and loss of keys and key/lock replacement costs will be passed on to the Visitor.

#### **8. Cancellation by the Property Manager**

8.1. In the unlikely instance that a property is withdrawn, Rent-A-Home will endeavour to locate an alternative property of similar location and features, or offer a full refund at that time for EasyPay Bookings. If the Visitor selects one of the alternative properties, a new booking will be created and EasyPay funds will be transferred to the new booking.

#### **9. Right of refusal and application of other Special Conditions**

9.1. Rent-A-Home may refuse at its discretion to accept any Visitor. Furthermore, Rent-A-Home or its Property Managers may require that other Special Conditions be agreed to on arrival of the Visitor.

#### **10. Privacy and General Law**

10.1. Rent-A-Home will not share your personal information with any third party, unless it is required to complete your booking, provide services to you, or settle your account. Please see our Privacy Policy for more details.

10.2. You acknowledge that Rent-A-Home carries on business within New South Wales and this Agreement shall be governed by the law of New South Wales.

10.3. Any notice or communication must be in writing and delivered to the office of: Rent-A-Home.com.au Pty Ltd during business hours Monday to Friday from 9am to 5pm, excluding public holidays.

**End of Document**