



Little Beach | Two Peoples Bay Nature Reserve

## Short Term Rental Accommodation

Version: January 2025





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# DEFINITIONS

Term	Meaning
<b>Adult</b>	means a Person 18 years of age and over
<b>Booking</b>	means the period for which a guest has paid to stay at the Property.
<b>Booking Platform</b>	means Airbnb, Aussie Holiday Stays and Vrbo/Stayz.
<b>Children</b>	means a person 3 - 17 years of age (inclusive)
<b>Guest</b>	means a person who is authorised to stay at the Property and is authorised to stay overnight in the Property during the Booking.
<b>Host</b>	means the person hosting the property for short term accommodation purposes.
<b>House Rules</b>	means the rules for Guests and Visitors at the Property to abide by, to ensure that the Property and the residential amenity is not adversely affected.
<b>Infant</b>	means a person 0 - 2 years of age (inclusive).
<b>Management</b>	means the Owner, Host and Property Manager of the Property.
<b>Pet Fee</b>	means the fee payable for a pet to be present on the Property during a Booking.
<b>Primary Booking Guest</b>	means the person(s) who made the booking and is over 18 years of age and paid to stay at the Property.
<b>Property</b>	means 15 Cliff Street, Albany WA 6330 and all internal and exterior fixtures, fittings and equipment including plants and garden.
<b>Property Manager</b>	means the property manager appointed by the host of the Property.
<b>Security Bond</b>	means the refundable payment that may be requested from time to time to be held as security for a booking.
<b>Terms and Conditions</b>	means the terms and conditions of The Cliff Street Cottage Terms and Conditions of Occupancy, V01.2025.
<b>Visitor</b>	means a person, a guest permits to visit the Property during the Booking but is not authorised to stay overnight in the Property.

# 1. INTRODUCTION

The Cliff Street Cottage has established terms and conditions that help ensure compliance with appropriate standards in relation to short term accommodation rental of the property at 15 Cliff Street, Albany, Western Australia 6330. These terms and conditions are referred to as The Cliff Street Cottage Terms and Conditions of Occupancy.

For each reservation, the booking guest must be over the age of 18 and will be legally responsible for all costs associated with the booking and must be staying at the property for the duration of the booking.

Guests must not hold private functions on the property where the number of people exceeds the maximum number of persons permitted. If guests do not meet the above criteria when checking in to the property, the management reserves the right to cancel the booking, and a 100% cancellation fee will apply. Any exception to this policy will be at the discretion of host. In this instance, management will not be liable for arranging or payment of alternative accommodation.

Guests and visitors of guests are expected to behave in a manner which is conducive to the safety, comfort and convenience of the neighbours and management. Management will consider the following to be a breach of terms and conditions:

- Noisy, offensive and/or unruly behaviour
- Damage to/or destruction of property
- Improper or unseemly conduct
- Smoking indoors
- Any act or omission which, in the opinion of the management that adversely affects or brings discredit upon the Property Manager, Contractors, Owner, Host or other guests
- Cliff Street Cottage management and/or any of its contractors shall not be liable for loss of or damage to any guests' valuables whilst staying at the property. Accordingly, guests are requested to take whatever security measures they believe are necessary to protect their valuables and personal possessions.
- Guests must leave the property in a clean and orderly condition.
- Rubbish should be placed in council bins provided which are located in the garage of the property.
- Guests must not keep or permit any animals on the property, if this has not been advised at time of booking and the pet fee has not been paid.
- Guests will be held responsible for any loss or damage caused to the fixtures, fittings, equipment (including electrical appliances), furniture and utensils as a result of a breach of these terms and conditions.

Management reserves the right, in its absolute discretion, to ask any guest and/or visitor to leave the property in the event of non-compliance with these terms and conditions.

## 2. ACCEPTANCE OF BOOKING

Payment of the deposit constitutes acceptance of all Terms and Conditions of Occupancy. The Booking Guest must ensure a contact mobile number is provided at time of Booking.

### 2.1 Payment

A refundable deposit of 25 percent of the total amount of the booking will be taken from the Booking Guest's credit card and is held by the Booking Platform Company.

A refundable deposit of 25 percent of the total amount of the booking is payable for Direct Bookings, authorised by the Host/Owner to the nominated bank account and is held by the Host/Owner of the Property. Direct Bookings will be issued a Tax Invoice on acceptance by Host.

### 2.2 Cancellations

In the event of a change or cancellation of a Booking, management should be contacted immediately.

The Deposit is 100% refundable (minus booking platform service fee) for cancellations more than 14 days before check-in date and 50% refund for cancellation between 7 and 14 days before check-in. Cancellations must be made by 12.00pm on the appropriate day.

Please note that deposits and all payments through Booking Platforms are retained by the Booking Platform, the Host does not receive any payments until after check-in date.

### 2.3 Primary Booking Guest

The Primary Booking Guest must be 18 years or older and must be present during the stay.

The Primary Booking Guest is responsible for the actions of any other Guest and/or Visitor on the Property.

The Primary Booking Guest is responsible for all Guests and Visitors and must comply with all applicable House Rules and all instructions from Management concerning occupancy, property, health, safety and quiet enjoyment of the Property and respectful to our neighbours.

The Primary Booking Guest is responsible for any damage, breakages, theft and loss of the Property during their stay. You must notify Management of this immediately. Management may recover from you, repair or replacement cost.

Only the Guests nominated and agreed in the Booking may stay at the Property overnight. If any other guests stay, extra charges of \$60.00 per person, per night will apply or Management reserves the right, in its absolute discretion, to ask any or all guests and/or visitor to leave the property in the event of non-compliance with these terms and conditions without refund of any monies paid.

The Booking Guest must advise the Host of Visitors that may be at the Property and must be approved in advance. For example, hosting a dinner or BBQ in which guests other than those included on the reservation will attend must be approved.

### 2.4 Minimum Night Stay

We have a minimum night stay of three (3) nights.

### 2.5 Maximum Number of Guests

A maximum of up to six (6) adult/children/infants may occupy the Property at any given time. Please make sure the correct number of people is reflected in your reservation.

## **2.6 Security Bond**

A refundable Security Bond payment may be requested from time to time of \$500.00. This will be requested on acceptance of the booking, this will be debited from your credit card or is required to be paid into the nominated bank account.

Should a security bond be required, it will be refunded once the Property has been inspected and deemed left in similar state on day of your arrival. We agree to ensure this occurs within 7 working days of your departure. Any damage, loss or expense incurred by Management, as a result of breaches of the Terms and Conditions of Occupancy will be charged against the Bond.

## **2.7 Unforeseen Circumstances**

If the Property becomes unavailable for occupancy due to unforeseen circumstance (e.g., fire, storm damage, safety etc.) Management will inform you immediately and any moneys paid will be refunded in full.

## **2.8 Cleaning Fee**

Professional cleaning contractors are appointed to clean and disinfect the Property. A \$175.00 cleaning fee applies for each booking. Extra cleaning charges may be incurred for the cleaning of dirty dishes, emptying the fridge, removal of excessive rubbish etc at a cost of \$75.00 per hour (excluding GST).

# **3. CODE OF CONDUCT FOR GUESTS AND VISITORS**

## **3.1 General Requirements**

Guest and Visitors must comply with all Terms and Conditions, House Rules, By-Laws, and instructions from Management during their stay; and Guests must notify Management of any disputes or complaints from neighbours as soon as practicable.

## **3.2 Noise and Residential Amenity**

Guest and Visitors must not create noise, which is offensive to occupiers of neighbouring properties, especially between 10pm to 7am and during arrival and departure at any time throughout the Booking. Offensive noise is prohibited and may result in immediate eviction of the Property.

Guests and Visitors must not engage in antisocial behaviour and must minimise their impact upon the residential amenity, neighbours and local community.

## **3.3 Visitors**

A maximum of 10 persons are permitted within the Property at any time, this includes Guests at the Property.

The Primary Booking Guest is responsible for ensuring the limits set on Visitor numbers are to be complied with.

The Primary Booking Guest is responsible for ensuring that Visitors comply with these Terms and Conditions and House Rules.

## **3.4 Gatherings and Functions**

We have a zero-tolerance policy on gatherings and functions and will result in immediate eviction from the Property without a refund. The Primary Booking Guest will be 100% responsible for additional cleaning costs and all damage incurred.

### **3.5 Parking**

Guests and Visitors are to comply with the parking rules at all times. All vehicle parking of any Guest or Visitor must be contained within the Property boundaries. A maximum of two (2) vehicle are permitted on the Property at all times.

Parking is not permitted on the private driveway or any neighbours driveways. The private driveway must be kept clear at all times as it is a benefit easement to neighbours.

### **3.6 Boat, Trailer and Caravan**

The Property does not permit boats, trailers and/or caravans to be parked at the Property.

### **3.7 Pet Fee**

The Property accommodates for one dog (less than 15kg). The Primary Booking Guest must advise that a dog will be present on the property during their Booking, together with breed and name of dog. A Pet Fee of \$75.00 will be charged to your booking.

### **3.8 Damages and Breakages**

Guests and Visitors are to treat the Property with care and respect. In the event that items are broken or damaged during your Booking, please advise Management.

Guest and Visitors agree to respect the Property and leave furniture and objects for guests' use and items must be handled with care and used only for their intended purposes.

### **3.9 Compliance**

A breach of House Rules is a breach of the Terms and Conditions. Management reserves the right to terminate permission to occupy land and to evict Guests and Visitors from the Property, who refuse to follow the House Rules.

### **3.10 Complaint Handling**

Guests have an obligation to report any problems or incidents promptly to Management. Guests with formal complaints should in the first instance contact the Host.

If the complaint cannot be resolved amicably, the complaint will be recorded in writing. This record will indicate:

- Date and time received.
- Name and contact details of the complainant.
- Nature of complaint.
- Action taken (by whom and when).
- Outcome and/or further action required, (e.g., community consultation, meet with council, meet with local police, review management systems or issues resolved.)

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.

## **4. SAFETY, SECURITY AND EMERGENCY**

### **4.1 Guests and Visitors' Personal Items and Property**

Guests and Visitors are responsible for the security of their personal items and their own property. Management is not responsible or liable for any lost or stolen items.

### **4.2 In the event of an emergency**

Please call triple zero (000) in the event that someone is seriously injured, in need of urgent medical help, your life or the Property is being threatened or you have just witnessed a serious accident or crime.

#### 4.2.1 Medical Emergency

In the event of a medical emergency, call triple zero (000) and ask for an ambulance.

Provide the following details :

- Street address: **15 Cliff Street, Albany Western Australia**
- Number and location of person(s) requiring medical assistance
- Nature of injury or illness
- Hazards involved
- Nearest entrance

The Action Plan is the first step when providing first aid. Use the DRSABCD Action Plan (Attachment 1) to assess the immediate situation.

#### 4.2.2 Fire Emergency

If a fire is reported, raise the alarm and warn all occupants of the Property and do not delay - EVACUATE. Call triple zero (000) and alert the Fire Department.

Provide the following information:

- Street address: **15 Cliff Street, Albany Western Australia**
- Nature of fire
- Fire location (i.e., Kitchen)
- Name of person reporting the fire
- Telephone number for communication
- If everyone has been accounted for and if there are any injuries.
- Provide an update on actions taken.



# ATT 1: CONTACTS

cliff st.



## EMERGENCY CALL TRIPLE ZERO (000)

You should only call 000 when: someone is seriously injured, in need of urgent medical help, your life or property is being threatened or you have just witnessed a serious accident or crime.



## ALBANY HEALTH CAMPUS

Open 24 hours, 7 days a week  
In case of an emergency call 000 (Triple Zero)

T: 9892 2222      A: 30 Warden Avenue, Spencer Park



## ALBANY FIRE STATION

Open 24 hours, 7 days a week  
In case of an emergency call 000 (Triple Zero)

T: 6820 2510      A: 132 North Road, Yakamia



## ALBANY POLICE STATION

Open 24 hours, 7 days a week  
In case of an emergency call 000 (Triple Zero)

T: 9892 930      A: 210 Stirling Terrace, Albany



## CITY OF ALBANY RANGERS

For emergencies involving dog attacks, straying livestock or urgent rangers services attendance.

T: 6820 3999



## AMCAL PHARMACY

Open Daily Monday to Friday: 8:00am - 8:00pm, Saturday: 8:00am to 6:00pm and Sunday: 8:30am to 6:00pm

T: 9842 2036      A: 262 - 264 York Street, Albany

## DRSABCD Action Plan

In an emergency call **triple zero (000)**

<b>D</b>	<b>DANGER</b>	Ensure the area is safe for yourself, others and the casualty
<b>R</b>	<b>RESPONSE</b>	<p>Check for response—ask name—squeeze shoulders</p> <p><b>No response</b> → Send for help</p> <p><b>Response</b> → Make comfortable, monitor response and check for injuries</p>
<b>S</b>	<b>SEND</b>	Call triple zero (000) for an ambulance or ask another person to make the call
<b>A</b>	<b>AIRWAY</b>	<p>Open mouth – check for foreign material</p> <p><b>No foreign material</b> → Leave on back. Open airway by tilting head with chin lift.</p> <p><b>Foreign material in mouth</b> → Place casualty in recovery position, mouth slightly downward clear airway with fingers</p>
<b>B</b>	<b>BREATHING</b>	<p>Check for breathing—Look and feel for chest movement, listen for air escaping from mouth and nose (an occasional gasp is not adequate for normal breathing)</p> <p><b>Not breathing normally and no response</b> → place on back and commence CPR.</p> <p><b>Normal breathing</b> → Place in recovery position, monitor breathing and responsiveness.</p>
<b>C</b>	<b>CPR</b>	<p>Start CPR <b>30 compressions, 2 breaths</b></p> <p>→ Place heel of hand on the lower half of breastbone in centre of chest with other hand on top of first.</p> <p>→ Press down 1/3 of depth of chest and give 30 compressions.</p> <p>→ Open casualty's airway (head tilt with chin lift)</p> <p>→ Pinch soft part of the nose to seal.</p> <p>→ Blow steadily into mouth for up to 1 second, watch for chest to rise and fall. Take another breath and repeat.</p> <p>→ Aim for approximately 100 compressions per minute. Continue CPR (30:2) until ambulance arrives or casualty recovers.</p>
<b>D</b>	<b>DEFIBRILLATION</b>	Apply defibrillator as soon as possible (if available) and follow voice prompts



# ATT 3:FLOORPLAN

*cliff st.*



SLOPED PATHWAY TO REAR ENTRY ACCESS