

Property Address: _____**Name of Business/Accommodation:** Caprice Heights Accommodation**Maximum occupancy:** 2 people**Bedding configuration:** 1 x queen bed**Facilities & Carparking:** Undercover parking area for 1 vehicle plus additional on site parking bays within the compound.

Short term accommodation provided for 2 guests for between 2 and 90 nights. Facilities provided: 1 Bedroom, Lounge/dining room, kitchen area, 1 bathrooms, laundry. Property is in a gated completed with access via remote. Parking is located directly in front of the access stairs to the apartment.

Day to Day Management:

Contactless check-in will be available to guests. Guests will be given a code to access the letter box to obtain the gate remote and the property keys. The Property Manager will be available via mobile phone to assist guests get settled if necessary.

Check in will be between 3pm and 9pm and check out time will be before 10am.

The gated compound ensures that the property is secure during periods when it is not inhabited.

On departure keys and remote to the garage will be placed back in the letterbox box by the guests.

All cleaning will be contracted and managed by the Property Manager. The property will be cleaned, and garbage disposed of within 2 days of the guests vacating the property. Any waste will be included with the normal domestic waste collection and will be put out each week by the Property Manager.

As this property is managed by a body corporate, the garden and surrounding areas remain neat and tidy at all times.

Fire Management & Emergency:

A site plan is displayed in the accommodation showing exit and evacuation area in the event of an emergency.

Accommodation is fitted with wired smoke detectors and a fire extinguisher. Additional emergency information is provided in the "Information" folder provided in the accommodation.

Nuisance, Noise and Complaint Management:

A sign providing the contact phone number of the Property Manager will be placed next to the front door should a disturbance of any sort need to be reported and dealt with.

It is a condition of occupancy, through Airbnb and other Short Term Rental channels, that guests are not allowed to hold parties. They must be quiet and sensitive to people living in neighbouring properties with quiet hours between 10.00pm and 7am each day.

Serious breaches would result in the Property Manager visiting the guests and requiring them to vacate the property. In this event a refund will be given to the guests. In the unlikely event a complaint is received from a neighbour obviously we would immediately act to stop any current disturbance.

We reinforce and give advance notice to guests through the booking channels that they must adhere to the rules and occupy the accommodation quietly to avoid disturbing the neighbours. We don't envisage the neighbourhood will be disturbed at all.