

GENERAL INFORMATION FOR HOLIDAY GUESTS

Welcome to Charm Cottage!

Any questions or bookings please email:

Skye (charmcottageholidayrental@gmail.com)

Any issues or concerns please contact:

Cheril 0407 483 431

If you lock yourself out, you may need to call and pay for a locksmith. We have a key lockbox that you can use to share the key if need be. Please ensure these are locked at all times and contact Cheril for the code if you don't have it already. Please note after hours call-outs may incur a charge.

After hours medical, fire or police emergencies – call 000 (triple zero)

BBQ GAS BOTTLES:

There are spare gas bottles under the bench near laundry. If you run out of gas during your stay, please refill and either text or email receipt with your bank details for reimbursement.

BBQ:

When you have finished using BBQ, please turn gas bottle off before turning off the gas burner. This allows any residual gas in the line to be used up.

We ask that you kindly leave BBQ as you would like to find it. Please scrape off all food scraps and ensure it is cleaned so that it's in a reasonable condition for the next guest. Wipe a small layer of oil over plates once cleaned to prevent rust due to our seaside location. If BBQ is left unclean you will be charged an extra fee of \$50.00.

If BBQ is not clean when you arrive, please take a photo and send to the mobile or email address at the top of this page.

SECURITY:

We encourage you to lock all windows and doors using key locks and/or timber dowels in window tracks whenever you leave the property or before retiring to bed. We also recommend you lock your cars, and any valuables are out of sight.

FRIDGES:

Upon arrival your fridge will be turned on and at the correct operating temperature. DO NOT adjust the fridge setting to the coldest temperature – this causes the lining of the fridge to ice up and the inside fridge temperature rises resulting in inefficient operation. On a hot day, it will take one night for your drinks/food to become cold. Avoid opening and closing the fridge too often when you first arrive.

MEDICAL INFORMATION:

Our local doctor can be contacted on 6566 1712. The surgery is located at 23 Pacific Street Crescent Head.

GARBAGE COLLECTION:

Garbage collection is Monday mornings. Please place them out before you leave at the front of the property.

The **red** lidded bin is for general rubbish and is only collected fortnightly

The **yellow** lidded bin is for recyclables only and collected fortnightly

The **green** lidded bins are for all your food scraps/waste including bones and this is collected weekly.

If you have excess rubbish, please take with you on your departure as the garbage truck will not collect anything that is not in a bin. Excess rubbish removal costs start at \$30 and are charged to you.

HOLIDAY GUEST CODE OF BEHAVIOUR:

We understand that you are here for a holiday and to enjoy yourselves, however the ambient noise level of Crescent Head is normally very quiet. After 10pm please move inside and keep noise to a minimum. If your behaviour breaches these guidelines, you will be asked to leave, and your booking may be cancelled, and no refunds offered. Your details will also be logged onto a database that is used for future reference.

PET OWNERS:

If you have brought along your furry friends to enjoy the holiday with you, please ensure all droppings have been removed from the property and placed in the **green** bin. We kindly request that all animals are kept off lounges and beddings out of respect of other guests. There is a vacuum cleaner in the Master Bedroom wardrobe to pick up any excess fur. Please note that any damages done by your pet will also incur an additional charge for repairs.

DEPARTURES:

Check out time is 10am unless other arrangements have been made with us. Before departure, please take all rubbish and put it in the wheelie bins, wash up and put away all items and /or empty the dishwasher and report any breakages. Return all keys to the provided lock box.

REBOOKING FOR NEXT YEAR:

The owner has the first right to book the property irrespective of who is in the property at any time. You have the next right to rebook the holiday property for the corresponding time in the following year. Please rebook before you depart Crescent Head. As once you have departed, the property becomes available for other holiday guests to book.

We wish you a pleasant holiday in Crescent Head and don't hesitate to contact us if we can help in any way!