

Red Robin Retreat **Holiday Rental Code of Conduct**

1. General requirements

- 1.1. Guests and Visitors must comply with all terms and conditions contained in this code of conduct and instructions from the managing agent or their representative.
- 1.2. Guests must notify the Manager of any disputes or complaints from neighbours as soon as is practicable.

2. Noise and Residential amenity

- 2.1. **Guests and Visitors must not create noise which is offensive to occupiers of neighbouring properties, in particular, between 10.30pm - 8am and during arrival and departure at any time throughout the occupancy.**
- 2.2. **Entertaining must be moved indoors after 12am (midnight).**
- 2.3. **Offensive noise is prohibited and may result in termination of permission to occupy the property, eviction, loss of rental paid and extra charges for security and other expenses, which may be deducted from the security deposit or bond under the Terms and Conditions; and**
- 2.4. **Guests and Visitors must not engage in anti-social behaviour and must minimise their impact on the residential amenity of neighbours and the local community.**

3. Smoking

- 3.1. **Due to the high risk of bushfire, Red Robin Retreat is a smoke free property. Smoking is not permitted anywhere within the property boundary. Damage caused by fire found to be the result of cigarettes may result in the hiring guest(s) being held liable for damage and repairs.**

4. Visitors

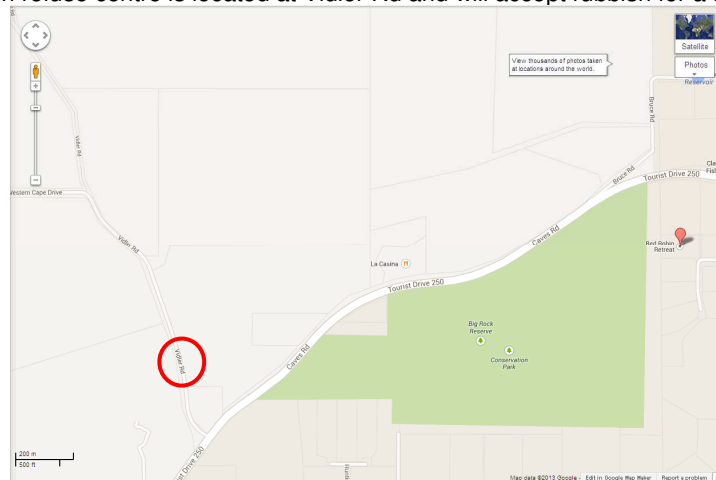
- 4.1. Guests are responsible for ensuring the limits set on visitor numbers is complied with at all times; and
- 4.2. Guests are responsible for ensuring that visitors comply with the terms and conditions set out in this code of conduct.

5. Gatherings or functions

- 5.1. Gatherings or functions are not permitted at Red Robin Retreat without prior agreement with the managing agent; and
- 5.2. Any gathering, celebration or entertainment permitted at Red Robin Retreat must not conflict with the residential amenity and must comply with all other requirements set out in this code of conduct.

6. Garbage and recycling

- 6.1. Guests and Visitors are to dispose of garbage and recycling in the allocated bins provided. Excess rubbish must not be left in public or common areas and must be removed on departure. The Dunsborough refuse centre is located at Vidler Rd and will accept rubbish for a fee.



6.2. On departure, follow the agent's instructions regarding the placing of rubbish bins for collection.

7. Security

7.1. Whenever absent from the property, windows and doors should be closed (doors locked) to maintain security and prevent rain and water damage. The manager and owner of Red Robin Retreat accept no liability for personal items stolen or damaged during occupancy.

8. Fire

8.1. Guests and Visitors must be aware that Red Robin Retreat is situated in a high fire danger area and must abide by all fire rules and restrictions put in place by local authorities. A bushfire emergency kit is maintained at the house in the event of a bushfire emergency. Lighting of fires, apart from the fireplaces within the house, is not permitted at any time.

9. Pets

9.1. Pets are not permitted at Red Robin Retreat.

10. Damage and breakages

10.1. All damage and breakages must be reported to the Manager on departure.

11. On departure arrangements

11.1. On departure please ensure that:

11.1.1. All lights and appliances are switched off

11.1.2. All windows are closed and doors locked

11.1.3. The house is left in a clean state. Excessive cleaning (eg emptying dishwasher, cleaning dishes, excessive cleaning of carpets and hard floors) will be deducted from the security bond.

12. Emergency Contact

12.1. In the event of an emergency relating to the property, please telephone on (08) 9756 8280 (business hours) or 0413 751 455 (after hours).

13. Compliance

13.1. Agreement with the Terms and Conditions contained in this code of conduct is a condition of occupancy of Red Robin Retreat.

13.2. The Owner and Manager reserve the right to terminate permission to occupy and to evict from the property, guests or visitors who refuse to follow these terms and conditions.