

HOUSE RULES FOR GUESTS AND VISITORS

Rules are provided at the Property to ensure that Guests and Visitors know and comply with the specific Rules governing their permission to enter and occupy the Property.

The guests need to understand we are running this business to make reasonable profit and therefore not to misuse the property and make unreasonable demands. Unfortunately, we had visitors with very poor qualities during the past and now we are very strict on house rules.

4.1 General requirements

a) Guest and Visitors must comply with all House Rules, By-Laws and instructions from the Host and his representatives during their stay; and

b) Guests are responsible for choosing the right property suitable for their purpose. We only manage properties suitable for holidays, family gatherings and executive level business or office works related visits. Though, we offer affordable prices, our house rules set to protect our interest and keep maintain properties.

c) Guests must notify the Host/ his representative of any disputes or complaints from neighbours as soon as is practicable.

d) The lights and air conditioners are to be switched off when you are away. We may switch off the main switch, if we notice the empty house with lights or air conditioners running. Which will result no power to the house for some time and may affect your stuffs in the fridge.

e) We welcome visitors from all the countries. If someone first time in here might not be aware, the houses in Australia had been built to tolerate local climate and the lifestyle of local population. We use timber where possible as a sustainable construction material. The timber houses surviving in many years in this country with its less humidity and wet bathrooms/ toilets are not the practice in here. We take special precautions to avoid fires as this type of houses more influential to burn so quickly. Therefore, we are not allowing our guests to drop water into the bathroom floors except where certain places had been properly designed to receive water (Eg. Shower area, sinks, basins). Only the shower areas in this house had been properly waterproofed to receive water. Also please take all the steps to avoid fire hazards too. If we notice water dripping from the floors, we charge \$200 as a penalty towards to future repair works though damages are not visible at that point in time. This is over and above any rectification cost involved. Water damages to floors and fittings would damage the timber and visible over the time.

f) Guest's access; The access is limited to the common area and private area of each property unless permitted by the host. House 83 guests are not allowed to access under house storage area.

g) We are normally reviewing quality and the rental prices of all Maple Holiday Villas manage accommodations frequently with similar properties in relevant local areas and make changes where required. Our intention is to provide best accommodation with value for your money. We are very transparent as to how we calculate the price you are paying (see para 4.17 behind the screen section) However, every property is very unique and may not be everyone's cup of tea. In our Maple Villa, we are trying to achieve affordable luxury for our guests. We would say, this property is better than most other holiday homes in our local area however you can't expect like the luxury in a five-star rated hotel. Therefore, please review all the photos, property layout/ site plan, our guest info

booklet and council rules and regulations applicable to each local area in respect of the acceptable noise and the behaviour, prior to make your reservation. Book only if you are fully satisfied with your specific requirements. If you have any queries or require further info, please ask.

We are trying to offer all the info upfront and not to receive unsatisfied customers. The properties close to Brisbane CBD are generally on 405m² (16perch) blocks with limited privacy and restricted rules where not to disturb the neighbours. Unfortunately, we had few customers complaining on lack of privacy to have naked swimming in the pool and group of teenagers to make loud noises. These are not permitted under local council regulations in Brisbane. Way the houses setup in built-up areas, the privacy is limited and neighbours could see your pool/ decks/ balconies and at the same time you could see their ones as well, in fact someone in the ocean with a binocular can see you too. So, we do not need to hear these complaints again.

h) All Maple Villas Manage holiday accommodations are properly sanitising and cleaning with chemicals to suitable standards. You will receive properly washed and cleaned beddings and towels. We mostly use cleanable leather furniture and our properties with cleanable hard surfaced flooring. We are keeping clean bathroom carpets but you can't expect us to replace them visitor by visitor. We do not allow pets, so the carpets and soft furniture always free from dirt and germs. However, few of our customers prefer to use their own carpets, pillows, bedsheets etc. We understand it is their own preference and in fact we got few new carpets, pillows and bedsheets for those who would like to purchase them from us on a reasonable price.

i) We placed furniture to match house layout for every one's comfort. Therefore, the furniture shouldn't be moved to your preferred locations. In case if you are staying many days (over one week) and feel like you wanting to relocate the furniture, you could do it carefully without damaging the floor/ walls and return to the original locations prior to checking out. Any damages will be recovered from the security deposit.

j) We are giving you all the possible info upfront while offering you with a quality accommodation. To our knowledge, we are doing best when comparing with our competitors. You will see it from customer reviews. We love to see happy faces. However, all of us not same, some people got specific requirements, concerns, taste etc. and some are just not satisfying with what is received. We had few customers previously demanding cooking oil, spices and many other unrelated things. We are sorry to tell you that, we can't satisfy every need of each customer. In case, if you feel uncomfortable or feel like you are not receiving value for your money, though we are not asking you to leave, the best option is to find a suitable another place and make your move isn't it.

k) We welcome customer reviews. This will help us to improve our business and help our customers to make right choice. You could review us on each booking website, our Facebook page etc. (Please try to make only the relevant comments) Eg. The accommodations like Maple Villa, we are only offering furnished house, so we believe, the comments need to be only relevant to the physical property and your experience with it. Please think twice before you are commenting because you are doing it for others, as it need to be fair and reasonable and shouldn't be a media to express your unseasonable demands or requirements.

4.2 Noise and Residential amenity

a) Guests and Visitors must not create noise which is offensive to occupiers of neighbouring properties especially between 10pm - 8am and during arrival and departure at any time throughout the occupancy;

b) 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 Security Deposit or Bond under the Terms and Conditions; and

c) Guests and Visitors must not engage in anti-social behaviour and must minimise their impact upon the residential amenity of neighbours and local community.

4.3 Visitors

a) Guests are responsible for ensuring the limits set on Visitor numbers is complied with at all times. Maximum four visitors six hours a day.

b) Unfortunately, we have to limit the visitor numbers following recent property damages through previous guests. We understand, you require holiday accommodations for your special occasions, however if you are inviting large number of visitors, that will result higher depreciation rate for the property and movable furniture, higher chances of damages, consumption of more water and more disturbance to the neighbours. You could understand we are not running this business for the charity and therefore, we need to earn reasonable amount of profit.

However, if you are happy to pay rectification cost upfront, we may consider your requirements. See below example from recent past. We had a large family from far north Queensland during the xmas holidays. They invited their friends and relatives in Brisbane during their stay to celebrate the Christmas. Don't know the exact numbers, but we have seen about 15 people most of the time and after they left, we have noticed floor coatings scratched and worn below the dining table and some areas of the house due to excessive use in short period of time. If a guest happy to pay replacement cost of floor finishes upfront, we may consider this again. This is just an example to explain, what we mean. Actually, in this particular incident, there were many other damages and together more than the income we had from them.

c) Guests are responsible for ensuring that Visitors comply with these House Rules.

4.4 Gatherings or functions

a) The Property is not a "party house" and any such activities apart from kid's parties/ small family gatherings are strictly prohibited; and

b) Only small-scale gatherings and celebrations or entertainments are permitted though noise level should keep to the minimum as possible. And it should not conflict with residential amenity and must comply with all the other requirements.

4.5 Parking

a) Guests and Visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbours and other vehicles; and b) Parking arrangements at the Property are as follows: parking is permitted only in the bays provided and limits on number of vehicles apply as per property description on www.mapleholidayvillas.com.au for each individual property. Please refrain from parking on the grass

4.6 Garbage and recycling

a) Guests and Visitors are to dispose of garbage and recycling in accordance with the usual practice at the Property (as set out below) in the allocated bins, and excess rubbish must not be left in public or common areas;

and

b) A rubbish removal fee will apply for excess rubbish left on premises according to the amount of rubbish and tip fee.

4.7 Security

Whenever you are absent from the Property, close all windows and doors to maintain security and prevent rain and water damage. Do not leave appliances running if property is unattended this includes air conditioning units, heaters and electric blankets if applicable. Do not run heating or cooling appliances with doors and windows open.

4.8 Swimming pool (if applicable)

- a) The swimming pool must not be used between the hours of 10.00pm and 7.00am.
- b) No glassware is permitted in the pool.
- c) Diligent care should be taken on wet surfaces
- d) All children must be supervised at all times.
- e) No foods allowed in swimming pool
- f) You are not allowed litter in the pool and deck

4.9 Deck and balcony areas

- a) All due care should be taken when utilising all balconies, railings and decking.
- b) Do not stand on or hang over railings.
- c) Stay away from edge.
- d) Keep children supervised at all times.

4.10 Smoking

Smoking is not permitted indoors if smoking outdoors please pick up all butts and dispose of carefully, an extra cleaning fee may apply if butts are left behind

4.11 Pets

Pets are not permitted.

4.12 BBQ (if applicable to property) BBQ is provided for the enjoyment of guests. Please clean after each use.

4.13 Damages and breakages

We are very strict on unacceptable behaviour from our guests. If your intention is to damage the property or furniture to make fun out of it or to full fill other gaol or relief from your mental stress, you are reserving the wrong place. This could result in losing your complete deposit, additional liabilities and legal charges and proceedings.

Damages and breakages must be reported to the Host immediately after it happened. The visitors and guests will be responsible for the property damages they cause and they will be charged for the cost to rectify or replace. The last page of this booklet indicates the replacement/ repair cost of

furniture and few other items. These prices are not negotiable and the cost may be proportionately to the extent of the damage in case if the furniture can be still usable for the intended purpose. The decision to replace or repair is entirely a decision of the host.

We require \$1000 security deposit, which will be fully refunded subject to handover the property free from damages. However, in case of a property damage, your liabilities are not limited to this amount.

We are checking and make a record of the condition of all the furniture and other items prior to your check-in time. You are required to inspect the property and notify the host immediately in writing (text messages acceptable) in case if you notice any existing damages. Failing to do so, your no responsibility claims will not be accepted at a later stage.

Guests are not allowed to do any repair work or modification to the property. If we notice any such work, we will be charging \$500 as a fine. In addition to that any reopening and rectifications cost will be charged over and above. We will be conducting investigations for any concealments of illegal goods at the same time and will be reported to the criminal investigations department.

4.14 On departure arrangements

Arrangements for keys, security, dishwashing, rubbish, etc are:

- a) Keys are to be returned to Host or his representative
- b) Please make sure doors and windows are all locked and all appliances are switched off.
- c) All dishes/utensils are to be washed properly and returned to original cupboards,
- d) All rubbish to be placed in large bins provided. I
- e) Checkout time: 10am, please handover keys by 10am to enable us to clean and keep ready for the next booking.

4.15 Emergency Contact

In the event of an emergency relating to the Property, please contact the Host soon as possible.

4.16 Compliance

- a) Breach of these House Rules is a breach of the Terms and Conditions of occupancy.
- b) The Host and his representatives reserve the right to terminate permission to occupy and to evict from the Property, Guests or Visitors who refuse to follow these House Rules or who cause a nuisance.

4.16 The Replacement/repair cost of the furniture and other items in this property

- a) Dining Table chair – AUD. 79 (you will be charged full replacement cost for any damage)
- b) Dining table – AUD. 800
- c) Coffee table – AUD. 800 (Living room)
- d) Coffee table – AUD. 200 (TV area)
- e) Outdoor chair single, IKEA apparo – AUD 125
- f) Outdoor coffee table – AUD 150

- g) Window glass any size 1no. panel – AUD. 500
- h) Sliding door glass 1no. panel – AUD. 1000
- i) Wardrobe mirror door 1no. panel - AUD. 500
- j) Toilet WC – AUD 1500 including plumbing (charging full replacement cost even for minor damage to any ceramic parts of it)
- k) Toilet seat – AUD. 150
- l) Wash basin – AUD 800 including plumbing (charging full replacement cost even for minor damage to the ceramic part)
- m) Bath tub – AUD. 1500 including plumbing
- n) Shower screen full – AUD. 1500 (charging full replacement cost even for one damaged panel)
- o) Shower screen over bathtub – AUD. 750 (charging full replacement cost even for one damaged panel)
- p) kitchen sink – AUD. 1000
- q) Kitchen bench top – AUD. 1000 to 8000 depending on the damaged section
- r) Indoor plant arrangement – small – AUD. 150
- s) Indoor plant large – AUD. 400

4.17 Behind the screen

We all got some experience on residential properties. No matter how your real estate agents previously justified to you, property prices generally based on the type, size, quality and the location. We convert this into your daily rent together with other facilities we are providing.

Properties with scenic views or in scenic locations are generally more expensive than other properties and at the same time, these ones are playing major role in holiday rental market. As a policy, Maple Holiday Villas are only managing high end properties suitable for holiday purpose and those who would like to relax spend their time.

We are regularly reviewing our prices with similar properties to offer you with very competitive rates. In case, if you find cheaper rentals for similar properties and if you contact us with details, we are more than happy to match the price or offer you with a reasonable discount like as the major retailers. This will help us to improve our market share as well.