



Energy West Social Club
Energising your Wellbeing since 1949

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Holiday Homes – Terms & Conditions

The following Terms & Conditions and Code of Conduct govern the behaviour and use of Energy West Social Club (EWSC) Holiday Homes by members, their guests, and their visitors. By staying at an EWSC Holiday Home, the EWSC member agrees to abide with these Terms & Conditions on behalf of themselves, their guests, and any visitors they allow at the property.

Checking Booking Details: It is the member's responsibility to ensure dates and properties selected are correct – a booking confirmation is supplied for this purpose. If a member discovers a booking error, they have one (1) business day from the receipt of the booking confirmation to contact the EWSC office to request a correction without attracting any penalty. EWSC holds no responsibility for incorrectly booked dates or properties, and the EWSC cancellation policy applies where applicable.

Cancellation, Transfer, or Altered Bookings:

- A \$50 cancellation fee will apply to all cancelled, altered, or transferred bookings.
- Any booking cancelled or transferred within 4 weeks of the check-in date will also surrender 50% of the payment received for any nights not relet.
- EWSC will advertise late cancellations, hopefully minimising the amount surrendered by the member.
- Merchant fees are non-refundable.
- EWSC will not reimburse any monies paid where the member does not complete the duration of their booking.
- As required, and at their discretion, EWSC may issue modified cancellation policies in response to specific Govt. or emergency restrictions that lead to the compulsory cancellation of bookings.
- Application for exemption to the standard cancellation policy may be made to the EWSC General Manager, however, only extraordinary circumstances will be given consideration.

On Check-in: The member is requested to check the Holiday Home for damage and cleanliness at check-in. Any damage, breakages, or issues with cleanliness are to be reported to the caretaker at this time. Failure to report issues may result in additional fees being applied to the member if issues are discovered post checkout.

Any electrical/plumbing issues, or complaints, should be referred, in the first instance to the Caretaker.

EWSC reserves the right to access units to attend to maintenance issues as may be required from time to time.

On Checkout: Members are responsible for maintaining and leaving the unit in a clean and tidy condition. A detailed cleaning checklist can be found on the kitchen bench on check-in. A copy can also be found in the Holiday Home Information Booklet located in each property.

Paid Clean: A paid clean may be included with your booking (\$90 fee). The clean can be selected online at the time of booking or added at a later date by contacting the EWSC office on 08 9326 4076 or feedback@energywest.com.au.

Requests for cleans within 14 days of the booking start date are at the discretion of the EWSC Office and the property Caretaker.

Please note that some cleaning tasks remain the responsibility of the member even if a clean has been paid for.

Additional Fees: The member booking the unit will be responsible for any loss, damage, or failure to clean the premises. Major items (mattresses, furniture etc), if damaged or soiled, will be replaced at the expense of the member.

- If the Holiday Home is left in an untidy state on departure, and a cleaning service is required prior to the next booking, an additional fee of \$90 will be applied.

- Callouts as a result of a member's actions (e.g. locking keys in the property or breakage caused by a member or Guest) will see a \$30 fee applied for callouts on business days between 9am and 6pm - a \$50 fee will apply at all other times.
- Callouts for a non-urgent matter will see a \$30 fee applied for callouts on business days between 9am and 6pm – a \$50 fee will apply at all other times.
- Late checkouts and early check-ins are not permitted. A fee of \$50 per hour, or part thereof, will apply where Caretakers need to wait, or return to the property.
- The **legal** maximum occupancy for EWSC Holiday Homes is 6 people (inclusive of adults, children, and infants). If this limit is exceeded the Member WILL receive a \$25 fee per additional person per night, and other measures may be imposed, including measures up to the suspension of membership.

Failure to pay additional fees may result in further measures being imposed on the member.

Pets: No pets are permitted at EWSC Holiday Homes, including visitor's pets. EWSC has a policy for "registered" Assistance Animals – a copy of this policy is available on your Booking Confirmation email.

Your Booking: Unless otherwise arranged with the EWSC Office, bookings are confirmed and paid for in full at the time of booking.

Bookings are for periods of 2 to 14 nights. Single night bookings are not available.

- Bookings must be for holiday purposes only.
- The period of all tenancies is from 3.00 pm on the day of arrival until 10.00 am on the day of departure. Early check-ins and late departures are not permitted.
- All bookings for School Holiday ballot periods are 5 nights (fixed term) bookings and are drawn via ballot. A small daily surcharge will apply to ballot bookings.

The member making the booking must be personally staying at the property for the duration of all bookings.

Bookings are not transferable, and subletting is not permitted.

The General Manager may at any time decline bookings or apply any additional conditions deemed necessary, including the imposition of a bond of up to \$2,000.

Accommodation Fees: Holiday Home rates are subject to change. New rates will apply to any existing booking if altered in the future.

School Leavers Week: School Leavers Week bookings apply to EWSC Dunsborough, Busselton, and Broadwater Holiday Homes, and must be made via the EWSC Office on 08 9326 4076 or feedback@energywest.com.au. Additional terms and conditions apply to School Leavers Week bookings and require a signatory and approval by the EWSC Office - a copy of this agreement can be found [here](#).

Keys: Keys are to be left in the key security boxes provided on the premises upon checkout, with the numbers on the security box scrambled.

Children at Properties: A responsible adult (18+ years of age) must be present at the property whenever children are present.

Responsible Member: The member booking the unit is responsible for the conduct of all occupants and guests, ensuring that no inconvenience is caused to other tenants, or residents in adjoining properties. No unauthorised people are permitted to stay overnight.

Noise and Nuisance: A **legal** maximum occupancy of 6 people (inclusive of adults, children and infants) are allowed at EWSC properties. Parties and excessive noise are prohibited. The EWSC Office reserves the right to evict any member whose behaviour is unacceptable and anti-social. We recommend noise should cease after 9pm Sunday through to Thursday and 10pm Friday and Saturday.

Shire & Govt. Regulations: Member's attention is drawn to the licencing provisions imposed on Energy West Social Club Holiday Homes by Local Shires, Councils, and State & Federal Government. *These provisions provide for the quiet enjoyment of using the facility and restricting the number of occupants to a maximum of 6 people (inclusive of adults, children and infants) at any time.* Any infringement will result in the member being required to immediately vacate the premises and forfeit the remainder of their booking. Further measures may also be imposed on the Member.

Eviction from the Property: EWSC reserves the right to evict from the property any member or guest who commits a serious breach of the EWSC Member Code of Conduct or Holiday Homes Terms & Conditions and may decline to accept future bookings from that member. The caretaker is authorised to ensure that tenants comply with these Terms & Conditions.

Vehicle Parking: The Member agrees to use only the parking spaces provided, and to not park on lawns, garden areas, on the street verge, or on the street outside the property. Costs of rectifying damage caused by incorrectly parked vehicles, including trailers, or costs associated with fines received from Local Councils, will be passed onto the member.

Cots and Highchairs: Each property includes one complimentary cot and one complimentary highchair. It is the member's responsibility to ensure these items are safe for use prior to placing a child in any highchair or cot. If you require more than one highchair or cot, please ensure you make your own arrangements for these.

No Smoking: All EWSC accommodation is strictly non-smoking.

Fires: The member agrees to not allow any candles, open fires or similar to burn unsupervised within the premises. No open fires are permitted outside at any time. Barbeque facilities must be used in a safe manner and cleaned after use. Further information on barbeque facilities can be found in the Holiday Home Information Booklet located in each property.

Wood Heaters: Some EWSC Holiday Homes provide wood heaters. Please note that firewood is not supplied by EWSC. Firewood can be located at various locations including some service Stations and hardware Stores.

Rubbish Disposal: Rubbish must be placed in the bins provided and food scraps wrapped as required by Health Department bylaws.

All rubbish is to be disposed of in the Council supplied bins upon checkout. Further information on waste and recycling, along with the appropriate collection days, can be found in the Holiday Home Information Booklet located in each property

Please ensure bins are placed kerbside the evening prior to ensure collection is not missed.

Reticulation: All EWSC Holiday Homes have automated reticulation, and water bans are enforced by Local Council during specific periods. Further information on reticulation watering days can be found in the Holiday Home Information Booklet located in each property.

Feedback: EWSC welcomes feedback, so please take the time to complete the section on the bottom of your Cleaning Checklist, and to undertake the Welcome Home Survey that will be forwarded to you after your booking.

The Holiday Home Code of Conduct, Terms and Conditions are subject to change without notification. The Terms and Conditions that are published on the Energy West Social Club website at the start date of your accommodation booking will apply for the duration of your booking. Please ensure you have read the current version of the Terms and Conditions as at the start date of your booking.