

Agreement CozyStay Accommodation

Studio/Apartment - Offshore Guests.

Guests' Details

Guest name:		ID Number:		Passport No:	
Date of Birth:		Phone Number:			
Email:		Country of Origin:			
Second Guest's name:		Second ID Number:		Passport No:	
Second Guest's Date of Birth:		Second Guest's Phone Number:			
Second Guest's email:		Second Guest's country of origin:			
Accommodation Provider:		Address:			
Contract length(weeks):		Bond Deposit:	AU\$_____ Paid: YES__ NO__		
Check-in date:		Check-out date:			

Other Charges. Not all charges are included in this table. Furniture, electronics, appliances and third party jobs are not included.

Key call-out fee (If the key is lost)	AUD\$100	Bed linen (If damaged or lost-one item or all)	AUD\$150
Single set of keys - Replacement	AUD\$30	Pillow (If damaged or lost)	AUD\$50
Security set of keys – Replacement	AUD\$100	Optional heater – Weekly Rent	AUD\$5
Security swipe card - Replacement	AUD\$100	Optional fan – Weekly Rent	AUD\$5

Contact List

Contact email	Contact Number	Matter
bookings@2stay.com.au	1300 852 254	Availability of accommodation Renewal of contracts Change of location
support@2stay.com.au	1300 852 254	Maintenance Damage to the premises Comments, suggestions, complaints
ar@2stay.com.au	1300 852 254	Rent and bond deposit
departure@2stay.com.au		Departure notice

AUSTRALIA EMERGENCY FIRE | AMBULANCE | POLICE simply dial 000



Accommodation Terms and Conditions

1. Parties involved

Note - In this agreement the parties are as follows:

- a. **Client, you**, hereafter referred to as the **Guest**.
- b. **Accommodation Provider**, hereafter referred to as the **Provider**.
- c. **All communication between Guest and Provider must be in writing by email.**

2. General agreement terms

- a. This agreement applies whether you are requesting accommodation as a direct Guest or through an agent.
- b. This agreement cannot be transferred to a third party without the Provider's written authorisation.
- c. The Provider grants the Guest permission to use the studio/ apartment assigned and the shared common areas in the complex/ building.
- d. The Guest has the responsibility to cover the entire rent for the accommodation until the end of the period of the agreement.
- e. The rent and bond fees are charged per studio, regardless of whether one person or two people are living in it.

3. Guest ID number and communication

- a. The ID Number is contained in the details of this agreement. If you are not sure about it or did not get it, please contact the Provider.
- b. Communication between the Guest and the Provider must always include the Guest's ID number for easier identification.

4. Check-in

- a. Check-in is organised according to your arrival flight details.
- b. If the Guest arrives in the studio/ apartment before the pre-arranged check-in time or date, a daily rental charge will apply.

5. Bond Deposit

- a. The Guest must pay a bond deposit before checking-in in to the accommodation. The bond deposit is refundable; however, conditions apply.
- b. The bond deposit must be paid to the Provider's representative preferably by bank transfer or credit card; otherwise cash (Australian Dollars) is acceptable.
- c. Be aware that if the Guest does not pay the bond deposit, he or she will not receive the accommodation keys until the payment is made, but the start date of this agreement will remain the same.
- d. **The bond deposit must NOT be used towards payment of the rent or any other charges.**

6. Rent increases

- a. The Provider and the Guest agree that the rent cannot be modified during the period of the agreement.
- b. After the end of the duration of the agreement, the Guest may sign a new agreement, which may have different rates.
- c. Rent increases will become effective after 2 weeks' notice has been given by the Provider, and rent paid by direct debit will be adjusted accordingly on this date.

7. End of the agreement – Departure Notice

- a. This agreement will be valid for the entire duration of the booking.
- b. **If the Guest wants to leave the accommodation, a departure notice must be sent by email to the Provider 21 days before the pre-booked ending date.**
- c. **For some Guests, the Provider will automatically send the Guest a departure notice 3 weeks prior to the last booked day. Please contact your school/agency to ask if this applies to you. In that case, you don't need to send an email.**
- d. If the Guest wants to stay longer and renew the agreement, an extension notice must be sent to the to the Provider 21 days before the last booked day. The Provider will reply according to availability.
- e. If the Guest needs to extend his or her stay for a period equal to or less than 4 weeks, or if the Guest does not want to sign a new agreement, a periodic agreement should be requested. This agreement applies at the end of the first agreement. In this case, there is no minimum stay, full rental price applies and the regulations of the present agreement must be abided by. The Provider will respond according to availability.
- f. The Provider can also give the Guest two weeks' departure notice if there is no availability after the last booked day.
- g. If no notice is given by either of the parties, this agreement will become a periodic agreement, which can be ended by any of the parties by sending a departure notice 21 days before the intended ending date.
- h. The Provider can end this agreement at any time if there is any circumstance that acts against this agreement.

8. Check-out Procedure

- a. Check-out time is by **10am** on the departure day. Please note that you do not get charged for that day.
- b. If the Guest and/or Guest's belongings are still on the premises after **10am** (inclusive), it will be considered an extra day and the Guest must pay the daily fee. The Guest must have an authorisation in writing/email from the Provider to extend their check-out time otherwise daily rent charges will apply.

9. Key return

- a. The Guest must return the key(s) to the Provider when leaving the studio/ apartment by **10am** on the departure date, otherwise daily rent will be charged until the Provider receives the key(s). The Guest will receive the departure instructions by email.
- b. If check-out time is on a Saturday, Sunday or bank/public holiday, the key(s) must be returned to the Provider by **10am** on the following business day. If the Guest fails to do so, rent will be charged for each day until the key(s) is returned.
- c. The key(s) can be placed in the key return box (if available), or returned to the House Manager, Provider's representative or Provider's Office. Please refer to the instructions sent via email at the time of the departure.

10. Check-out Inspection

- a. On or before the day of departure the studio/ apartment must be returned to its original condition and presentation. The House Manager or the Provider's representative will inspect the space occupied by the Guest on the day the Guest vacates. The studio/ apartment must be sufficiently clean and tidy, including:
 - i. All rubbish removed
 - ii. Floors vacuumed and swept – including balconies, if applicable
 - iii. All furniture dusted
 - iv. Underneath of beds cleaned
 - v. Wardrobe, kitchen and bathroom shelves cleaned and emptied
 - vi. Fridge, microwave, and washing, drying machine cleaned and emptied
 - vii. Bathroom cleaned
 - viii. Storage spaces cleaned and emptied
 - ix. Bed linen must be washed and left on the bed.
- b. If the studio/ apartment is not sufficiently clean and tidy, a cleaner will be sent, and the Guest will be charged. (Minimum two hours' service).
- c. If bed linen or extra items such as a heater are provided, they must be returned clean and in good condition. If any piece or item is missing, dirty or in a poor condition the Guest will need to pay to for a replacement. Please refer to the table – Other charges.

11. Bond refund

- a. **To be able to receive the bond deposit the Guest must:**
 - i. Have a satisfactory check-out inspection
 - ii. Have provided at least 3 weeks (21 days) written/email departure notice
 - iii. Have paid in full all outstanding amounts on his or her account
 - iv. Have returned the key(s) on time
 - v. Not have caused any damage to the accommodation, furniture or appliances in it.
- b. The bond deposit will be transferred within **5 business days, after satisfactory inspection** to the Guest's bank account or any other bank account indicated by the Guest in an email to the Provider.
- c. International transfer can be arranged but will incur a bank fee.

12. Extra costs

- a. If there are any extra costs due to failing to follow this agreement, they will be collected in the next rent payment cycle.

13. Please be aware that

- a. The Provider will contact the Guest before entering in the accommodation for repairs or maintenance.
- b. The Provider will contact the Guest via email and mobile phone number provided by the Guest. Please let the Provider know if your contact details have changed or if there is any other preferable way of contact.
- c. Inspection of the studio/ apartment will be advised with reasonable notice.
- d. Please note that CCTV cameras might be used in the communal areas of the building/ complex for security reasons.

14. Booking cancellation

Please refer to our offshore cancellation policy



House Rules

15. Security and safety

- a. If any damage occurs to the premises, the Guest must notify the Provider via email as soon as the Guest becomes aware of it.
- b. Ensure the property is kept safe; make sure all doors and windows are locked whenever you go out.
- c. The Provider does not take any responsibility for any personal belongings left in the studio/ apartment. The security of the premises is the Guest's responsibility.
- d. The Provider or the premises' owner do not take any responsibility for any injury, illness, loss, damage or death caused to the Guest or the Guest's property during the period of occupation. The Guest agrees that occupation of the premises is at his or her own risk.
- e. The Guest must not leave the heater running when unattended and not leave any flammable items close to or in contact with the heater.
- f. Care should also be taken with heaters used in a room where people are sleeping. If there is any chance that they could be knocked over, or clothes could fall on them and pose fire risk, do not use the heater.

16. Loss of key(s)

- a. The Guest is responsible for any repair of any locks broken (and/or lost key(s)) during the course of the agreement, and the costs of any call-out fee to the Provider or locksmiths attending the premises, to gain access to the studio/ apartment or complex/ building.
- b. The Guest must pay the fees listed in "Other fees table" to cover any lost keys. Locksmiths are above and beyond this amount.

17. Friends and visitors

- a. The Guest must take all reasonable steps to ensure that visitors do not behave in a manner likely to interfere with the peaceful enjoyment of neighbors.
- b. There is a maximum of two people sleeping at the same time in the studio and three in the apartment. Guest(s) must not have more than this number of visitors staying overnight in the property. If this happens, the Guest will be charged **AUD100.00** per person per day, and the Guest may receive a **termination notice**.

18. Rules of conduct

- a. Do not organise parties at the studio/ apartment at all.
- b. Do not play loud music or create a disturbance at any time of the day or night. Do not speak loudly or shout in the studio/ apartment or from the balconies.
- c. Please close the balcony door after 9 pm to avoid noise complaints.
- d. It is not allowed to play music in the common area.
- e. Do not use any kind of illicit drugs inside the premises, including outside areas and balconies.
- f. Do not smoke inside the studio/ apartment, on the balconies, in the garden or on the premises in general.
- g. It is not allowed to hang clothes on the balcony railing. A fine may apply if you do so.
- h. If the Guest breaches any of these clauses, they will be charged for the cost of any cleaning or other services.
- i. If the smoke alarms and sprinklers are activated due to smoking indoors (and/or incense sticks, unattended heaters, cooking without the fans on, etc), the Guest agrees to pay the full cost of a call out fee, charged by the State Fire Brigade, which can be up to AUD1,500.
- j. If the Guest or the Guest's visitors behave in such a way that results in complaints from neighbors, the council or the police, the Provider may send a termination notice.
- k. The Guest must take good care of the studio/ apartment, its appliances and furniture. If anything is damaged, the Guest will be charged for the cost of its repair or replacement.

19. Cleanliness

- a. Please keep the studio/ apartment in good clean condition. Pay attention to the carpet.
- b. If bed linen is provided, the Guest must take care of it and keep it clean as it will be returned on the departure date.
- c. The Guest is responsible for rubbish recycling, by sorting the rubbish and putting it into the correct bin. Instructions are available in the house and on the local council website. Please follow the instructions as council fines may apply for illegal dumping.

20. Mould prevention

Note - To prevent mould, the Guest should:

- a. Turn on exhaust fans, particularly when bathing, showering, cooking, doing laundry and drying clothes.
- b. Open windows and doors when weather permits, to improve cross ventilation (be aware of security).



- c. Not use heaters excessively.
- d. The Guest must notify the Provider of any mould in the premises immediately after arrival. Any additional cleaning required for mould build up due to the lack of ventilation and/or the excessive use of heaters during the tenancy will result in a charge to the Guest.

21. Bed bugs and other pests

- a. The Guest must notify the Provider of any pests such as bed bugs in the premises within the first 7 days after arrival. The Guest is aware that he or she must check in their bed, room and common areas for bed bugs on commencement of their accommodation agreement. It is the Guest's obligation to inspect for and report bed bugs to the Provider.
- b. The Provider will not compensate the Guest if bed bugs are detected and not reported within the first 7 days of the commencement of the agreement.
- c. The Guest must keep the studio/ apartment tidy and clean to avoid any infestation of bed bugs.
- d. If any sign of bed bugs is found, the Guest must report it immediately to the Provider.
- e. The Guest must prepare the studio/ apartment or room for treatment according to the Provider's directions.
- f. The Guest must NOT bring beds, furniture or appliances found on the street to the accommodation or its premises.
- g. If the Guest brings any used items into the accommodation or its premises, he/ she will be responsible for the cost of pest control and/or disposal of the item.

22. Complaints and maintenance issues

- a. **EMERGENCIES: Please call 000. Police, Fire brigade or Ambulance.**
- b. All complaints and maintenance issues must be submitted in writing by email to the Provider.
- c. After hours or during holidays please contact 1300 852 254 and your call will be redirected to one mobile number.

23. Extra services

- a. The rent includes ONLY the cost of your stay. Additional facilities and services provided are complementary services. If any of these facilities are out of service and the Provider is already aware of it, this will NOT entitle the Guest to a discount on rent.
- b. The Provider will provide basic cleaning items such as a vacuum cleaner and mop. Cleaning products are not included.
- c. The Provider does NOT deliver towels, blankets, heaters or fans free of charge. Please contact the Provider if needed.
- d. Wireless Internet may be provided. Downloading large files, (EG. movies) from the Internet is forbidden. The Internet may be provided as a free service, not included in rent. It is for basic access only, such as emails, job hunting, etc. Any download of large files will slow down the speed, and it might cause interruption of the service. The Provider will not take any responsibility for disruptions to the Internet service due to excessive usage.

24. Our promise to you

- a. Continuous support and help from our friendly staff.
- b. Our rules are made to ensure that your stay is safe, comfortable and pleasant. That is why we encourage you to follow this agreement and contact us if you have any questions. We will be happy to assist you!

IMPORTANT – Please tick that you acknowledge the following:

If you wish to move out, you must send a <u>departure notice</u> by email to the Provider, announcing your departure <u>three weeks</u> before the end of the agreement.	Please see point 8
There is a maximum of two people sleeping at the same time in the studio and three in the apartment. Guest(s) must not have more than this number of visitors staying overnight in the property	Please see point 18
Parties are not permitted on the premises. Please be considerate of your neighbors and keep noise levels to a minimum.	Please see point 19
Please keep the studio/ apartment in good cleaning conditions. Keep the place clean, organized and secure at all times.	Please see point 20

Guest Check list. Please tick if you have:			
Attached a copy or photo of your passport.			
Inspected the property. In general, It is clean and tidy. Please fill the entry report for details.			
Received:	Bed Linen (4 items) __	Pillow __	Set of keys or swipe card __
Observations:			

I agree with all the points described in this agreement on pages 1-7.

Guest's name:	
Guest's signature:	
Date:	

SECOND GUEST, If applicable:

I agree with all the points described in this agreement on page 1-7.

Guest's name:	
Guest's signature:	
Date:	

