



From the entire team at Holiday Rentals Surfers Paradise we extend to you a warm welcome and trust that your stay will be an enjoyable one.

### Off Site Letting Agent

We are a well-established independent Licensed Real Estate Agent and are not affiliated or associated with the on-site management of the resort or hotel. All HRSP Guest enquiries must be referred to the HRSP office located offsite in central Surfers Paradise. Please take time to read the Terms and Conditions of Occupancy, which you will find online at <http://www.hrsp.com.au/terms-conditions/>

### Complimentary Items, Linen and Towels

Daily housekeeping or room servicing is not provided. All the properties managed by HRSP are fully self-contained apartments with full laundry facilities. All apartments are cleaned prior to and after your stay Apartment linen and bath towels are provided as part of the tariff. This does not include beach/swimming towels. The property has been stocked with an initial supply of complimentary items such as soap, detergents, tea and coffee, milk and toilet supplies for your convenience. These items are **not replenished** during your stay. Supermarkets and convenience stores are located nearby. Full laundry facilities are available with washer, dryer, and iron. Please note that towels are not replaced during your stay. **DO NOT** remove any linen and towels from the apartment or exchange with the Resort housekeeping. Beach towels can be purchased at a cost of \$20 per towel.

### Garbage

A garbage chute is located on every floor in the foyer adjacent to the lifts. All garbage must be wrapped and sealed in a plastic bag. **Cleaning charges will occur if rubbish is not removed from unit.**

### Non-Smoking Apartment, Smoke alarms

All properties are non-smoking. If the fire brigade attends a false alarm this will result in a fine from the fire department. These fines are expensive and are passed on to the Guest.

### Departure Arrangements

Checkout time is **no later than 10.00 am**. On departure, the property should be left in a similar state to its condition on arrival, otherwise additional fees will apply. At the end of your stay, upon departure, **please return all keys to our office after securing the property**. Please **do not** take the keys / FOBs/ swipecards to reception. **Lost key / FOBs/ swipecards will incur an additional charge of \$165 each.**

### Extra Fees and Charges that May Apply

The cleaning costs for this apartment are \$275. We are happy to pay this for you, as long as the apartment is left in a reasonable condition. We ask that you leave the kitchen clean and take out your rubbish before leaving. **Extra cleaning charges** will be incurred for cleaning dirty dishes, a fully loaded dishwasher, emptying the fridge, moving furniture from its original location, removal of rubbish, excessively smeared glass (this will include mirrors, glass feature walls, balcony glass, and glass sliding doors) and excessive drink spills on the floor and / or balconies etc. **The minimum extra charge will be \$275.**

### Damage to Apartment and Property (incl. breakages)

The apartment will be checked upon your departure for any damaged or missing property belonging to the apartment. You will be held responsible for any damage, breakages, theft or loss of any property on or in the Premises during your stay (including keys). If any property is affected in this manner, you will be responsible for all related costs for the repair or replacement of the affected property. **The minimum extra charge will be \$330.**