

INDIGAL TERMS & CONDITIONS AND RENTAL AGREEMENT

for Indigal Hacienda Grande, Navajo 15, Navajo 6 & Pueblo 3

TERMS:

- 'Booking Guest': person responsible for booking.
- 'Indigal' refers to Indigal Hacienda Grande, Navajo 15, Navajo 6 or Pueblo 3 accommodation options unless otherwise stated;

YOUR BOOKING

- DEPOSIT of 50% is required to secure the booking. Payment of the rental deposit constitutes the Booking Guest's acceptance of these Terms and Conditions and Rental Agreement.
- BALANCE of the rental amount must be received in full, 21 days prior to occupancy. If not, the owner has the right to cancel the booking and attempt to re-let it. If paying cash, the full amount outstanding must be paid on arrival, if it's not, the owners reserve the right to charge the full amount (without any discount) to the Tenant's credit card. A surcharge applies if paying the balance by credit card. Non-payment of the balance will result in cancellation of the booking and no refund of any monies paid to date.
- SECURITY BOND is payable at the same time as the balance amount. A surcharge applies if paying the bond by credit card. The bond will be refunded between 2 - 21 days after the check-out date and is subject to all the terms and conditions being met. The bond is designed to cover any additional costs incurred, including, but not limited to, any breakage, damage, excess cleaning requirements, extra guests beyond those declared, etc. With breakages, the replacement cost includes, but is not limited to, purchase price, freight, \$30/hr search/research fee, installation, outsourcing (eg electricians) etc. Where an item cannot be replaced with identical item, the property owners and/or property manager will set a price they consider fair and reasonable. If bond related costs exceed the bond amount the Tenant will be invoiced and the balance to be paid within 7 days. If a bond issue arises, a \$30 processing fee will be charged plus a \$50/hr administration fee.
- CANCELLATION OF BOOKING by the client: 10% of tariff is non-refundable. The balance, of money paid is refundable if cancellation occurs outside 60 days of booking; inside 60 days prior to booking the deposit is non-refundable unless the house is re-let for the entire period. If a refund is made, due to the property being re-let, a \$50 cancellation fee will apply. These terms and fees also apply if changing the booking dates.
- ANY CHANGES to the your booking must be in writing (emailed) and be received two weeks prior to your arrival date, outlining changes to any of the details, eg guest numbers, guest breakdown of ages, reason for stay, etc.
- ALL CHANGES require approval from owner and may incur additional fees and charges.
- HOUSE GUESTS ONLY permitted on the property without prior written approval.
- GUEST NUMBERS must not exceed those agreed upon in writing. Changes to guest numbers or adult/child configuration requires written approval. Final guest numbers are required no later than 2 weeks prior to your arrival date. Changes may be made after this date but require written approval.

- No refunds are given for guests who don't stay or stay less nights than those confirmed 2 weeks prior to arrival date.
- MISLEADING or false information will result in cancellation of your booking, immediate eviction and/or full loss of bond.

SOME NO'S

- NO SMOKING inside the house or in the gypsy wagon.
- NO CANDLES ALLOWED: This includes insect repellent candles and tea lights.
- NO MOVING OF FURNITURE, such as lounges, indoor dining tables, plants, etc.
- NO CHANGING CABLE SETUP of sound systems.
- NO DISTURBANCE TO NEIGHBOURS - from trespassing or noise (music, yelling, yahooing etc) Indigal is visually very private but there are a few residences nearby through the bush.

YOUR RESPONSIBILITY DURING YOUR STAY

1. **INDIGAL PROPERTY** is the responsibility of the 'Booking Guest' during the booking period and includes but is not limited to: the house and its contents, gardens, plants, pool, sculptures/ornaments, etc.
 - The 'Booking Guest' is responsible for the full cost of replacement and/or repair of any Indigal property along with any incurred administration fees.
 - Any damage, breakage and/or loss to Indigal property is to be reported to the owners/manager immediately.
2. **The 'Booking Guest' is responsible** for the actions and behaviour of their 'Guests' while at Indigal.
3. **RUBBISH AND RECYCLING**
 - **Bulk Bins are located at the back of the house.**
 - RUBBISH:
 - Bin liners/bags **must** be used for general waste.
 - Rubbish bags to be placed in the bulk general waste bin at the back of the property (red lidded bin).
 - NO rubbish to be left in the house at the end of your stay.
 - NO rubbish bags to be left outside on the ground during guests stay. The local wildlife will get into it.
 - RECYCLING
 - ONLY the following items for recycling

- Hard plastic bottles and containers, glass bottles/jars, tin cans, cardboard and clean paper.
 - **NO** Plastic wrapping, takeaway coffee cups, used paper towels, used paper plates.
- **FOOD WASTE FOR CHOOKS/COMPOSTING**
 - Food Waste bin provided outside the main kitchen front door.
 - **ONLY** the following items for chooks/composting
 - Any vegetables and fruits, bread, pasta, crackers, coffee grindings, crushed egg shells.
 - Food waste can be taken down to the chooks and placed in the large open pen (**not** the one with the nesting boxes in) - make sure the door is closed when you leave. Or food waste can be left in the food waste bin with the lid on at the end of you stay and Indigal staff will look after it.
- **RUBBISH (GENERAL WASTE) AND RECYCLING MUST BE SEPARATED**
- If rubbish and recycling **IS NOT SEPARATED** and all added to General waste bulk bin you will be charged a minimum of \$100.
- **ACCECPTABLE AMOUNT OF WASTE – FOR INDIGAL HACIENDA GRANDE**
 - 2 night stay standard amount provided:
 - Rubbish - ¼ bulk general waste bin
 - Recycling – 1/5 bulk recycling bin
 - 7 night stay standard amount provided:
 - Rubbish – 1/2 bulk general waste bin
 - Recycling – 1/4 bulk recycling bin
- **Fees** starting from \$50 apply for non-compliance of any of the above Rubbish and Recycling terms.

4. **CHILDREN**

- Due to the nature of this property, i.e. unfenced dams, ponds, extensive bushland, swimming pool etc, children are the full responsibility of their parents and the 'Booking Guest'.
- Disposable nappies must be placed in plastic bags before placing in the bin.
- Texters and crayons for children are not permitted at Indigal.

5. **SWIMMING POOL**

- Pool gate must be kept closed at all times.
- No furniture is to be left within 1 metre of the pool fence.
- No glass is to be taken into pool enclosure.
- Children must be supervised at all times while in pool enclosure.
- No dogs are allowed within the pool enclosure.
- Pool heater: is used only during the cooler months. When heater is on the pool MUST be covered at night with the pool blanket.
- Occasionally critters and small wildlife, such as frogs and antechinus, drown in the pool and get caught in the pool filter. Dispose of them in the rubbish bin or in the bush.
- Navajo 6 and Pueblo 3 guests: The pool is a shared facility.

6. **BBQ'S**

- Turn BBQs off after each use

The follow BBQ items are for Indigal Hacienda Grande, Navajo 15 and Navajo 6

- Each BBQ is connected to the gas supply by a timer.
- This timer needs to be turned on to use the BBQ.
- Once the timers are turned on, the BBQ's are to be turn on AND OFF normally (from the BBQ dials).
- DO NOT leave the BBQ/s dials in 'on' position after use – even if the timer has shut off the gas.

7. **WATER SUPPLY**

- Indigal has mostly rain water supply.
- Town water is supplied when rain water levels are low. Town water can only be trickled fed to the tanks as backup.
- Water usage is planned at 20,000lt per booking of 12 guests per week.
- Fees may apply for excess water use.

8. **SEWERAGE SYSTEM**

- Indigal is run on a septic system. To ensure an issue free stay:
 - Never pour grease down the drain. Pour grease into a container and dispose of it as solid waste.
 - Scrape food waste into the garbage, not down the drain.

- Nothing that doesn't come out of a human goes into the toilet except toilet paper.
- Avoid long showers.
- Wrap nappies in separate bags before placing in garbage.
- Place make-up and baby wipes in the garbage.
- Report any drain issues to the owner as soon as possible.

9. FIREPLACES

- No fires permitted during Total Fire Bans days.
- When weather conditions permit and fires are allowed, build a small fire on the grate in the outside fireplace. Large fires in the fireplace are dangerous and prohibited.
- DO NOT chop wood on fireplace edge or sandstone floor.
- Use chopping block beside the woodshed on verandah if required.
- Indoor fireplace: do not place any item or person on top of or directly in front of fireplace.

DEPARTURE AND CHECK-OUT

The property is to be left in a similar state to its condition on arrival. Guests are to ensure that dishes are washed, dried and put away, floors swept, BBQ cleaned and garbage placed in appropriate bulk bins at the back of the house (see above), etc.

- Indigal provides a standard clean/maintenance of house and yards after the guests depart.
 - Indigal Hacienda Grande: 9hrs; Navajo 15: 6hrs; Navajo 6: 4hrs; Pueblo 3: 2hrs.
 - Any cleaning required beyond this is charged to the 'Booking Guest' at \$60/hour.
- STANDARD CHECK-OUT TIME is by 10am unless otherwise arranged and confirmed in writing.
- Cleaners arrive and start cleaning 15 minutes after the confirmed checkout time.
- ITEMS LEFT BEHIND can be returned by COD with Australia Post on request. A \$10 fee is added to the COD charge to cover cost of postage bags and time.

OTHER CONDITIONS

1. WILDLIFE

- Indigal is in a natural bushland setting, much of the acreage is virgin bush and is an open plan house design.
 - Encounters with wildlife are possible, especially in areas beyond the main grounds.

- Encounters within the main grounds and house may occasionally occur. Possible Encounters: a large variety of birds, frogs, crickets, antechinus, bandicoots, wallabies, goannas, diamond pythons, green tree snakes, etc.
- Cockroaches are rarely a problem as baits are used, but occasionally cocky's make their way into the house. Insect spray is available if required.
- The owners are not responsible for any unmet expectations or negative encounters.
- Mozzies are a natural part of Australian life. Many factors affect them such as season, temperature, rainfall. Their presence is unpredictable.
 - Mozzie coils are provided for use when need, especially for outdoor areas. Special coil holders are attached to posts in primary areas.
 - Plug-in mortein zappers with refills are provided for use in bedrooms and indoor areas if required
 - These zappers must be returned to the case they are supplied in (in a kitchen cupboard) at the end of your stay.

2. GUEST'S PERSONAL PROPERTY

- All guest's personal belongings and property are their own responsibility.
- Indigal insurance **DOES NOT** cover damage, loss or theft of any guests personal property.
- All guest's **must** provide their own insurance for all personal property brought to Indigal.

3. PETS

- Dogs are considered at Indigal. Approval and permission in writing is required to bring a max of 2 dogs.
- Indigal is unfenced and dogs must be kept from wandering on to neighbouring properties and other buildings on the property.
- Any damage to house or property, caused by dog/s, must be paid for in full by the Booking Guest.
- All dog droppings must be cleaned up from the lawns and parking area in front of and at the back of the house and placed in rubbish bins.
- Dogs are not permitted on the furniture, in the upstairs bedrooms, bath tubs or in swimming pool area or pool.
- Dogs are not to be left in the house unattended.
- First pee of the day: Take dogs to the back gravel area to avoid damaging the lawns.
- Owners must provide their own: dog bedding, water and feed bowls, tethers and leads.

4. LAWN

- Ice from eskys to be emptied on to the gravel NOT the lawn.
 - Hot plates from charcoal BBQ's NOT to be dropped on the lawn.
 - Plastic water slides are NOT to be used at Indigal. They require too much tank water and the detergent kills the grass.
 - Checker game mat, or similar, not to be left on the lawn for more than 1 day. Keep moving to different positions so the lawn isn't killed.
1. **INSPECTION** The owners/managers reserve the right to inspect the house without notice if there are concerns of breach of agreed terms and conditions.
 2. **Indigal Owners:**
 - **Navajo 15 and Navajo 6:** Pueblo 3 (the west side apartment of Indigal) is used by the owners at various times of the year. The owners make every effort to ensure guest's privacy.
 - **Indigal Hacienda Grande and Pueblo 3:** A second residence is on the property and used by the owners/managers. The owners/managers will make every effort to ensure guest's privacy.
 7. **FEES** Non-compliance with any of the above conditions may result in additional fees being charged to the Booking Guest. These fees will automatically be deducted from the security bond. A \$100 processing fee will also apply.