



Myola

COOGEE ACCOMMODATION

CONTACT

ADDRESS

EMAIL

WEBSITE

SOCIAL

0438 857 988

23-25 Alfreda St Coogee NSW 2034

info@myolacoogeeaccommodation.com.au

www.myolacoogeeaccommodation.com.au

@myolacoogeeaccommodation

Guest Agreement

Guest Details:

Guest name	
Contract length	
Date of Birth	
Email	
Check-in date	
I.D. number	
Address	
Phone number	
Country of origin	
Check-out date	
Weekly tariff	
Key deposit	AUD \$ Paid: YES ☐ NO ☐

Please note:

- Contract length availability varies dependent on accommodation type.
- Tariff rate for onshore contracts depends on the length of the contract and is only applicable for the duration of that contract.

Other charges:

- | | |
|--|----------------|
| - Key callout fee (if the key is broken and locksmith has to come to site) | AUD \$150 |
| - Single set of keys – replacement | AUD \$80 |
| - Mattress cover (if damaged or lost one item or all) | AUD \$80 |
| - Bed cover (if damaged or lost) | AUD \$100 each |
| - Pillow cover (if damaged or lost) | AUD \$30 each |
| - Pillow (if provided – if damaged or lost) | AUD \$50 each |

Australia Emergency FIRE | AMBULANCE | POLICE simply dial 000

Accommodation terms and conditions

1. key deposit

- a) The Guest must pay one week key deposit before checking in to the accommodation. The key deposit is refundable; however, conditions apply.
- b) The key deposit must be paid before the arrival date to the representative by bank transfer.
- c) Be aware that if the Guest does not pay the key 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 key deposit must NOT be used towards payment of rent.** However, it will not be refunded until all charges are cleared.

2. Tariff payment

- a) The weekly tariff must be paid out until the end of the agreement.
- b) The weekly tariff must be paid on time fortnightly – every 2 weeks, or weekly.
- c) The Guest must contact the provider if there is any difficulty
- d) The agreed tariff whether full or discounted only covers the length of this contract (ending minimum stay). Once it is finished, please contact the bookings department to sign a new agreement and determine the new rate.
- e) The payment will be made via:
 - i. **EFT Electronic Bank transfer**
 - ii. **Direct debit**
 - iii. **Cash**
- f) **If rent is not paid on time, any discount granted will not apply.**
- g) Please contact the Provider to obtain banking details for the weekly payment, if applied. Not having the Provider's bank details is not an excuse for late payments.
- h) The Guest agrees that if the weekly payment is still outstanding after 5 working days, the Provider has the right to send a termination notice.

If the outstanding tariff amount has not been paid within 5 working days, the agreement will be terminated.

3. Tariff increases

- a) The Provider and the Guest agree that the rate 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) If the Guest is in a periodic agreement (when the Agreement has expired, and another one hasn't been signed) changes in rates will be communicated by the Provider through email and will take effect from the second payment due .

4. end of the agreement – departure notice

- a) This agreement will be valid for the entire duration of the booking until the check-out date provided.

A confirmation notice of check-out date must be sent by email to the Provider 14 days before the pre-booked ending date.



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- b) If the guest has the need to change the check-out date provided in the contract at least 4-week notice are required by email and the change will need to be approved by the Provider, note that it is not possible to anticipate departure date .
- c) If the guest wants to stay longer and renew the agreement, an extension notice must be sent to the Provider 14 days before the last booked day. The Provider will reply according to availability.
- d) 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 tariff applies, and the regulations of the present agreement must be abided by. The provide will respond according to availability.
- e) The provider can also give the Guest two week's departure notice, always respecting the booking length.
- f) If no notice is given by either party and the contract is expired or the contract has no specified check-out date this agreement will become a periodic agreement, which can be ended by any of the parties by sending a departure notice 14 days before the intended ending date.
- g) The provider can end this agreement at any time if there are any circumstances that acts against this agreement.

5. cleaning fee

- a) the cleaning fee (\$ 200 per person) covers the administration fee for check-in/out; however, the guest must remove all personal belongings from the room and common areas (such as the kitchen), and rubbish must be put out.
- b) Bed linen (if provided) must be washed periodically by the guest. If we find, during the checkout inspection that the bed linen has not been washed or is damaged, a fee will be charged according to the current price list.
- c) Be aware that this fee only covers administration and professional cleaning on check-in/out. A cleaning fee will be charged every time a guest requests a room or accommodation change.

6. check-out procedure

- a) check-out time is by 10am on the departure day.
- b) The guest must have an authorization in writing/email from the Provider to extend their check-out time otherwise daily rent charges will apply.

7. key return

- a) The guest must return the key(s) to the Provider when leaving the house 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) The key(s) can be placed in the 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.



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8. check-out inspection

- a) On or before the day of departure the room must be returned to its original condition and presentation. The house manager or the provider's representative will inspect the spaces occupied by the guest on the day the guest vacates.
- b) If the spaces are not sufficiently clean and tidy, a cleaner will be sent, and the Guest will be charged. (Minimum two hours' service that could range between \$40-\$45 AUD per hour).
- 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.

9. Key deposit refund

- a) **To be able to receive the key deposit the Guest must:**
 - a) Have a satisfactory check-out inspection.
 - b) Have paid in full all outstanding amounts on his or her account.
 - c) Have returned the key(s) on time.
 - d) Not have caused any damage to the accommodation.
- b) The key deposit will be transferred to the Guest's bank account or any other bank account nominated by the Guest in an email to the Provider. It will be transfer within **10 (ten) business days not including bank compensation period, after satisfactory inspection and receiving the guest's bank details by email**. Note that the refund process will start from the day the Provider receive the relevant information upon departure.
- c) The refund cannot be done in cash.
- d) For overseas transactions, exchange rate might be deducted (bank fee).

10. 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.

11. Please be aware that

- a) The Provider reserves the right to enter the accommodation **at any time** from Monday to Sunday to check-in/out other Guests.

- b) The Provider reserves the right to enter the accommodation between **7am and 9pm** from Monday to Sunday to inspect, repair, or replace any item e.g.: beds, wardrobes, cupboards, appliances.
- c) 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.
- d) The Accommodation may have a House Manager named by the Provider to manage the property on a daily basis. The Guest understands and agrees to comply with all reasonable requests from the House Manager in relation to cleanliness and behavior.
- e) Inspection of the house regarding cleaning, behavior, etc. can happen at any time.



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- f) The Provider reserves the right to change the layout of the bedroom and accommodation at any time, with sufficient notice.
- g) The Provider has the responsibility to ensure the accommodation has a safe, healthy, comfortable and peaceful environment. The Provider strongly encourages anyone with information about any issues in the accommodation to come forward and assist in identifying them.
- h) Please note that CCTV cameras are used in the communal areas of the premises for security reasons.

12. Booking cancellation

- a) For booking cancellations made before the start date, there will be a charge of AUD \$600 for advertisement and administration costs.
- b) For booking cancellations made after the arrival date, the rent must be paid in full until the end of the agreement, unless a replacement of the same length booking is found.

House Rules

13. 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) Do not leave any personal belongings in the communal areas.
- d) The Provider does not take any responsibility for any personal belongings left in the house. The security of the personal belongings is the Guest's responsibility.
- e) 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.
- f) **The Guest must not leave the heaters/fans running when unattended and not leave any flammable items close to or in contact with the heater.**

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.

14. 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 room or any part of the house.
- b) The Guest must pay the fees listed in "Other fees table" to cover any lost keys. Locksmiths are above and beyond this amount.

15. 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 housemates and of other surrounding properties.



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- b) Visitors cannot be in the accommodation without the supervision of the Guest.

16. Rules of conduct

Note - The Guest understands that they will be living among long and short term residents and will be sharing the accommodation with flat mates from different backgrounds and schedules regarding work, school, university, etc. The Guest must respect them as such and create a respectful environment by following these guidelines:

- a) Do not participate in or organize parties at the house at all.
- b) Do not play loud music, make obnoxious noise, or create a disturbance at any time of the day or night. Do not speak loudly or shout.
- c) Do not use offensive language inside the house.
- d) Do not use any kind of illicit drugs inside the house, including outside areas.
- e) Do not smoke inside the house, if you smoke please use the outside back areas of the house.
- f) If the Guest breaches any of these clauses, they will be charged for the cost of any cleaning or other services. (\$40 - \$45 AUD/hour- minimum two hours service)
- g) If the smoke alarms and sprinklers are activated due to smoking indoors (and/or incense sticks, unattended heaters etc), the Guest agrees to pay the full cost of a call out fee, charged by the State Fire Brigade, which can be as much as AUD\$2,000
- h) If the resident responsible is not found the cost will be split between with all of the residents at the property (max of \$100 per resident)
 - a. To avoid this, no smoking or burning candles is prohibited in all rooms and common areas.

- i) If the Guest or the Guest's visitors behave in such a way that results in complaints from other occupants of the house, any neighbors, the council or the police, the Provider may send a termination notice and the guest must leave the premises as indicated.
- j) The Guest must take good care of the house, its appliances and furniture. If anything is damaged, the Guest will be charged for the cost of its repair or replacement.
- k) If any misunderstandings or disputes should arise between yourself and any other Guest, try to solve it by talking to each other, and if this does not succeed, please contact the Provider. The Provider will do their best to make sure any reasonable concerns are heard and acted upon. The Provider's action can be from giving a simple warning to the termination notice for one or all the Guests involved in the situation and the guest(s) must leave the premises as indicated.
- l) Any kind of physical or verbal aggression within the accommodation between Guests and/or their visitors is a very serious agreement breach and will incur the expulsion of the Guests involved.



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17. Cleanliness

Note - When the Guest shares a house, everyone must take their turn cleaning communal areas following the cleaning schedule located on the **board outside the main kitchen**, thus keeping the accommodation tidy and clean. The provider supplies cleaning of common areas and bathrooms weekly.

- a) Each Guest will have cleaning responsibilities in the communal living room, rear/front courtyard, hallway and stairs, bathrooms, communal kitchen and at the front of the house.
- b) To avoid problems with noise, no cleaning must be done between 10pm and 8am.
- c) The dishes must be washed, dried and put back in the cupboards immediately after every use.
- d) Bedrooms must be cleaned on a weekly basis.
- e) 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.
- f) 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.
- g) If the Guest does not follow the cleaning schedule or does not do an adequate job, the Guest will be asked to clean again or be charged for a cleaning service (\$40- \$45AUD /hour- minimum two hours service).

18. Mold prevention

Note - To prevent mold, 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.

The Guest must notify the Provider of any mold in the premises immediately after arrival. Any additional cleaning required for mold 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.

19. 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 room 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 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 house premises.



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- g) If the Guest brings any used items into the accommodation or house premises, they will be responsible for the cost of pest control and/or disposal of the item.

20. 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.

21. 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 products (these do not include personal hygiene items, such as shampoo, which are the Guest's responsibility). The provider will supply toilet paper, dishwashing liquid and rubbish bags.
- c) Clothes washing and drying machines are card operated.
- d) The Provider does NOT deliver towels, blankets, heaters or fans free of charge. Please contact the Provider if needed.

Wireless Internet will be provided. Downloading large files (movies) from the Internet is forbidden. The Internet is provided 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.

22. Our promise to you

- a) Continuous support and help from our friendly staff.
- b) High standard accommodation - clean, airy and sunny.
- c) 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!



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IMPORTANT – please tick that you acknowledge the following:

You must respect the day of check-in and check-out written in the contract. If your contract expired and you wish to move out, you must send a departure notice by email to the Provider, announcing your departure two weeks after the notice. Please note that the official departure date will be 14 days after receiving the departure notice email. Please see point 4 (b)	☐
	☐
Parties are not permitted on the premises. You should not organise or participate in them. Please be considerate of your neighbours and keep noise levels to a minimum. Please see point 16 (a)	☐
You must co-operate with the cleaning schedule and keep the place clean, organised and secure at all times. Please see point 17	☐
Please avoid lighting candles, scented sticks and smoking in the property. Please see point 16 H-I	☐
The room or individual responsible for activating a fire alarm that is not due to any emergency will be liable to pay the \$2,000 fine from the NSW fire brigade. If the individual that is responsible is not found each tenant residing in 23-25 Alfreda Street, Coogee will be responsible to pay a maximum of \$100 each to cover the \$2,000 fine imposed by the NSW fire brigade.	☐

Guest checklist. Please tick if you have:

Attached a copy or photo of your passport: ☐

Inspected the property: ☐

Observations: ☐

Agree with all the points described in this agreement and above: ☐

Guest's name

Guest's signature

Date



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