



**Glen Isla** c.1885

Luxury Blue Mountains Accommodation

## Terms & Conditions of Stay

Please ensure that you have read and agree to the following terms and conditions prior to confirming your booking. Booking indicates acceptance of these terms.

### **Address:**

'Glen Isla' 6-8 The Avenue, Wentworth Falls

### **Check-In/Check-Out:**

Check-in is 2:00pm. Check-out is 10:00am.

### **Deposit**

A non refundable deposit of 50% of the total of your stay is required to secure the booking. Payment of the rental deposit constitutes the client's acceptance of these Terms and Conditions.

### **Balance**

The remaining balance of the rental amount must be received in full **14 days** prior to occupancy. If not, the owner has the right to cancel the booking and attempt to re-let the property.

### **Cancellation**

If cancellation is caused by the client, any money paid is not refundable unless the house is re-let for the entire period. If a refund is made due to the property being re-let, a \$100

cancellation fee will apply.

### **Unforeseen Circumstances**

The owners will make every effort to ensure the property is available as booked. However the owners reserve the right to make alterations to bookings due to unforeseen circumstances.

### **Your Responsibilities**

To maintain a good standard for our guests we require certain conditions to be complied with. We appreciate most will respect our property but occasional abuse requires that we state the following conditions:

#### *Number of Guests*

The number of guests staying at the property must not exceed the number stated. Fees and additional charges will apply for excess guests not agreed with the owners in advance. A maximum of 12 people may inhabit Glen Isla at any one time. The beds will be prepared for your arrival. Please ensure linen (pillow cases, top and bottom sheets) is used on all beds slept in and people sleep between the sheets.

#### *Parties & Functions*

Parties and Functions are strictly prohibited. The price charged is for domestic use only and does not apply to corporate functions. Accordingly this rate does not allow for the extra wear associated with functions in terms of cleaning, garbage removal, wear and tear, repairs etc. Use contrary to this may result in loss of your bond and/or additional payments.

#### *Damages, Breakages, Theft & Loss*

Damage, Breakages, Theft and Loss are the tenants responsibility during their stay. The owners take no responsibility for any damage, breakage, theft or loss of any guest item for the duration of their stay.

#### *Departure Time*

On departure, the property should be left in a similar state to its condition on arrival. Check-out time is 10:00 by the latest, to allow time to prepare property for next guests however late check-out can be arranged on prior request.

## Disturbance to Neighbours & Excessive Noise

Disturbance to our neighbours, including excessive noise, is prohibited and may result in termination of rental and loss of bond.

- *Sound equipment:* Any sound equipment used in or around the premises, including stereos and televisions must be kept to low volumes, and not encroach upon the continued amenity of nearby residential properties.
- *Noise pollution curfews:* Noise pollution curfews are enforced on all outdoor areas, which include decks, verandahs, and courtyards, and are zoned off limits between 10:30pm - 7:00am to groups of 3 people plus. As an exception, 1 - 2 persons at a time may quietly inhabit the outside areas only between 10:30pm - 7:00am.

Under Council regulation, further restrictions on music and amplified sound outlined below, are to be followed.

Type of Noise	Times during which restrictions apply
Musical instruments and electrical amplified sound equipment	Before 8:00am and after midnight on any Friday, Saturday or day immediately before a Public Holiday. Before 8:00am and after 10:00pm on any other day.

- *Noise pollution complaints and fines:* To ensure the continued amenity of nearby residential properties, guests at Glen Isla shall not engage in or constitute “offensive noise” as defined by the Protection of the *Environment Operations Act 1997* or any subsequent Act. An on-the spot **fine of up to \$200** may be payable and a **fine of up to \$5500** is liable under the *Environmental Planning Assessment Act 1979* for each instance where the guest/s breach this condition. This is a possible statutory penalty payable by the guests and is in addition to any loss of bond to the owners.

Fines are enforced by the local governing body where breaches of the act take place (e.g.. a neighbour complaint or the police are called). Please be mindful of noise and offensive behavior in and around the premises, being respectful of nearby neighbours as Glen Isla is in a residential area.

## Bond

Bond security is taken by way of a credit card over the phone. Alternatively, bond is payable by direct deposit of \$500 to the owners’ bank account. It is designed to cover any additional costs incurred including but not limited to, any breakage, damage or excess cleaning requirements, extra guests, or breach of condition related to but not limited to noise, parking etc. The bond will be returned after the stay providing all terms and conditions have been met.

## Pets

Pets are not allowed unless specific arrangements have been made in writing with the owner.

## Parking

Off street parking is provided for Glen Isla guests with a maximum of 6 cars able to be parked at any one time at the premises. These are to be parked in the marked spaces only. Entrance to the car parking area is located off Mulheran Lane. **Under no circumstances is parking allowed along Mulheran lane or The Avenue.** Additional cars must be parked on the Western side of Falls Rd adjacent to Murray Park (see diagram 2)

Obstruction of Mulheran Lane and The Avenue will be reported and the owners fined. Offending cars will be towed.

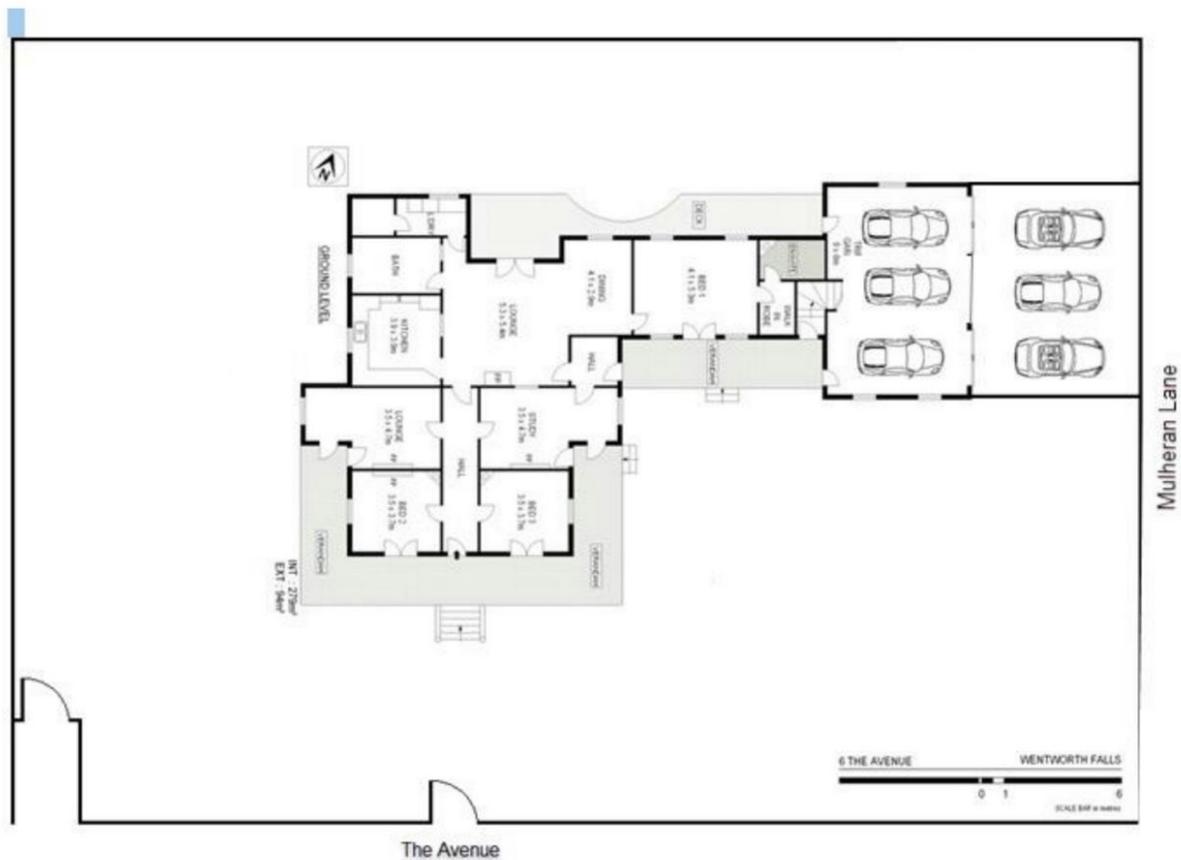
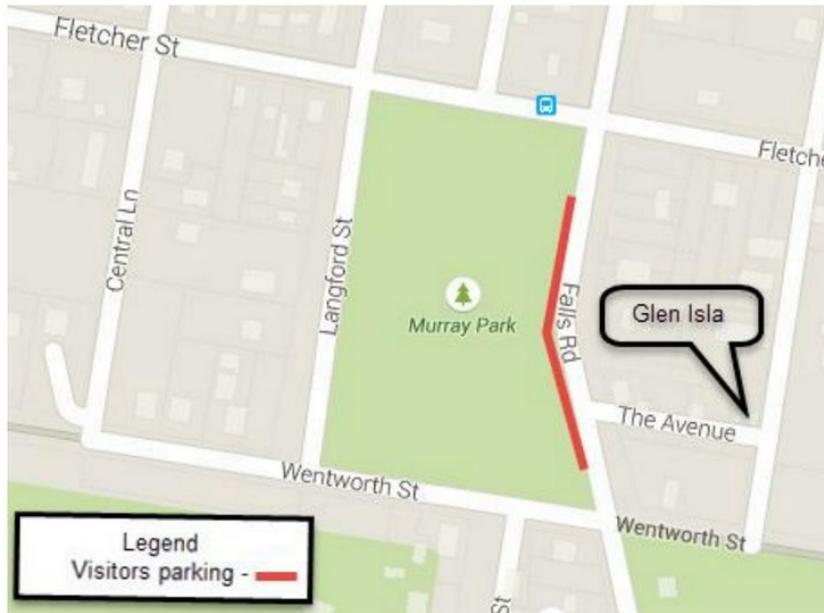


Diagram 1 – Site parking



*Diagram 2 – Visitor parking*

#### *Bushfire Emergency & Evacuation*

Please read the Emergency and Evacuation Plan for Glen Isla. This is located on the wall of the entry foyer as well as an attachment to this document.

#### *Waste Management*

Two large rubbish bins (1 x Recycling Bin, 1 x General Waste Bin) are provided in the side garden of Glen Isla near the front gate to The Avenue. Guests are required to place all rubbish inside the bins provided and at no time leave rubbish outside the bins. If the garbage facilities are full, guests are required to take all surplus rubbish with them. Garbage collection is early Tuesday morning and guests who inhabit Glen Isla on the Monday night are responsible to place the bins on the street at The Avenue for collection and bring the bins off the street on Tuesday morning after collection. Fines are applied if guests are in breach of the waste management plan. If guests depart prior to Tuesday morning the Duty Manager will recover the bins.

## **Glen Isla House Terms and Conditions:**

### **(PLEASE READ CAREFULLY)**

1. Pets are not allowed unless specific arrangements have been made in writing with the owner.
2. No smoking is permitted inside the house.
3. Parking is not permitted on Mulheran Lane and The Avenue.
4. The number of occupants **MUST NOT** exceed the number of people booked to stay at the premises or of beds stated in the description of the property.
5. The premises **MUST** be treated respectfully and left in clean good condition.
6. The kitchen is to be left in clean tidy order with the dishwasher contents emptied.
7. Furniture or effects must not be taken from the premises, and if moved, must be returned to their usual position.
8. The leasee is responsible for all guests and shall ensure no misconduct and/or nuisance, and that noise pollution curfews are adhered to.
9. Guests must use linen (pillow cases, top and bottom sheets) on all beds and pillows used.
10. Rubbish and litter must not be left in the house or around the premises (including cigarette butts in the garden). Rubbish must be placed **INSIDE** garbage bins on departure. No rubbish is to be left outside. Excess rubbish must be taken away by guests.
11. The leasee must advise management of any breakages, faulty items or issues.
12. If any extra cleaning is required due to the property being left in an unfit manner, then this cost will be deducted from the bond/credit card/deposit left and repair or replacement of any articles of furniture and effects or fittings that may become damaged or lost will also be deducted.
13. If using the wood fire, you must ensure that the fire is made safe when leaving and not allow burning embers to damage any part of the property and it's contents.
14. No candles or mosquito coils etc are to be lit on the property, with the exception of cake candles.
15. All windows and doors must be locked on exiting the property, and the key returned as per instructions.
16. That all lights, air conditioning, heaters, wood fire, towel warmers and televisions must be turned **OFF** on departure.
17. Any description of the premises is given in good faith and no responsibility can be accepted for the expectations of the guest.
18. No responsibility is taken for goods left on the premises. Postage of misplaced items is payable by the guest. Damage, Breakages, Theft and Loss are the tenants responsibility during their stay.
19. The owners take no responsibility for any damage, breakage, theft or loss of any guest item for the duration of their stay.
20. **UNFORESEEN CIRCUMSTANCES:** The owners will make every effort to ensure the property is available as booked. However the owners reserve the right to make alterations to bookings due to unforeseen circumstances.
21. If cancellation is caused by the client, any money paid is not refundable unless the house

is relet for the entire period. If a refund is made due to the property being re-let, a \$100 cancellation fee will apply.

22. A non refundable deposit of 50% of the total of your stay is required to secure the booking. Dates cannot be held without a deposit.

23. The Emergency and Evacuation Plan has been read and understood by the Leasee.

24. The owner or owner's agent reserves the right to terminate or refuse entry if these conditions are not met.

25. Payment of the rental deposit constitutes the client's acceptance of these Terms and Conditions.

Variations to these conditions may only be made by prior arrangements with the owner in writing.

**HEAVY FINES ARE APPLIED IF THESE TERMS AND CONDITIONS ARE NOT ADHERED TO. PLEASE ENSURE THAT YOU HAVE READ AND UNDERSTOOD THESE TERMS PRIOR TO BOOKING**

Please call the owners on 0418 477 220 (Amy) or 0411 867 638 (Brenton) if you have any questions or problems on 0418 477 220

We hope you enjoy your stay.

Kind regards,

Amy and Brenton

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Attachment:

## **Emergency and Evacuation Plan – Glen Isla 6-8 The Avenue Wentworth Falls**

Glen Isla is close to the Blue Mountains National Park and within a bushfire risk zone. For this reason the following information must be read as a condition of stay.

### **What if there is a bushfire?**

If there is a bushfire in the vicinity of Glen Isla then you must leave early.

**A bush fire alert - watch and wait level would be the indicator.** Glen Isla will refund you for the difference in your accommodation costs. The leasee must call the Owner on (0418 477 220 Amy or 0411 867 638 Brenton) to inform the owner of the decision to leave before evacuation. If the bushfire is moving fast then call after evacuation.

The responsibility is on the leasee to evacuate all patrons and visitors in their group.

**Please Note: In the case of a bushfire in the area every effort will be made to contact you by the owner.**

### **How do I know if there is a bush fire in the vicinity?**

For information on fires:

- Check the [Fires Near Me](#) website or app for current incidents
- Listen to local media
- Check social media such as [NSW RFS Facebook](#) and [NSW RFS Twitter](#)
- Bush Fire Information Line - 1800 679 737
- If you are deaf, hard of hearing or have a speech impairment, contact the RFS through the National Relay Service
- TTY users phone 1800 555 677 then ask for 1800 679 737
- Speak and Listen users phone 1800 555 727 then ask for 1800 679 737
- Internet relay users connect to the NRS then ask for 1800 679 737

### **What do I take if the bushfire is moving quickly?**

**If the bushfire is moving quickly it's important to leave immediately and to take the Bushfire Emergency Kit located under the kitchen sink. We will make every effort to return your belongings to you. No cleaning is required.**

### **Where do I evacuate to if roads are blocked?**

The closest safe point from Glen Isla is the "Wentworth Falls Bowling Club". This will only be

in operation if a bushfire is damaging property. Please see evacuation map below. If you can't get back to Glen Isla and are visiting another area please go to the nearest safe point. Please see the list of *Safe Places*.

Map 1: Showing closest Safe Place to Glen Isla



Map 1 – Showing closest Safe Place to Glen Isla

**What to do if trapped by a fire?**

Take the Emergency Fire Kit from under the sink to use.

### **Before the fire**

- Put on your protective clothing
- Turn on the radio to keep yourself informed
- Bring pets inside and keep them in one room
- Close all windows and doors
- Block spaces beneath doors and windows with wet towels
- Fill buckets, sinks and bathtubs with water ready to put out spot fires
- Have your firefighting equipment like pumps and hoses connected to your water supply
- Block downpipes and fill gutters with water
- Remove items which can burn from around your home like outdoor furniture
- Bring ladders inside to check roof space for embers
- Patrol the outside of your home putting out any embers or spot fires
- Just before the fire arrives, wet down timber decks and gardens close to the house
- Move any firefighting equipment to a place where it will not get burnt

### **During the fire**

- Go inside but stay alert
- Shelter in a room on the opposite side of the house from the approaching fire and one that has a clear exit out of the house
- Patrol inside the house, including the roof space looking for sparks and embers
- Protect yourself from the heat of the fire
- If your life is at risk, call triple zero (000)

### **Once the fire has passed**

If you can, contact your family, friends and the owners on 0418 477220 (Amy) or 0411 867 638 (Brenton)

## Blue Mountains LGA Neighbourhood Safer Places

Title	Type	Location
Council Chambers and Car Park	Open Space	Station Street, Katoomba
Melrose Park	Open Space	Corner of Camp and Albion Streets, Katoomba
Pioneer Place Car Park	Open Space	Waratah Street, Katoomba
Megalong Tea Rooms Car Park	Open Space	Megalong Road, Megalong Valley
Whilton Park	Open Space	Moore Street, Glenbrook
Portion of Leura Golf Course	Open Space	Intersection of Fitzroy Street and Chambers Road, Leura
Katoomba Public School Oval	Open Space	Waratah Street, Katoomba
Blackheath Oval	Open Space	Leichhardt Street, Blackheath
Imperial Hotel	Building	Corner of Darling Causeway and Great Western Highway, Mount Victoria
Mid Mountains Community Centre	Building	7 New Street, Lawson
Hazelbrook Uniting Church	Building	1 Rosedale Avenue, Hazelbrook
Springwood Country Club	Building	Hawkesbury Road, Springwood
Lennox Park	Open Space	Matthew Parade, Blaxland
Blaxland Uniting Church	Building	Old Bathurst Road, Blaxland
Blue Mountains City Church	Building	Corner of Elizabeth Road and Rusden Road, Mount Riverview
Pitt Park	Open Space	Matcham Avenue, Wentworth Falls
Wentworth Falls Bowling Club	Building	Corner of Falls Road and Great Western Highway, Wentworth Falls
Lawson Community Centre	Building	Great Western Highway, Lawson
Faulconbridge Public School Hall	Building	Corner of Grose Road and Great Western Highway, Faulconbridge
Springwood Sports Club	Building	Corner of Hawkesbury Road and Macquarie Road, Springwood
Leura Mall Car Park	Open Space	Megalong Street, Leura
Woodford Presbyterian Church	Building	88-89 Great Western Highway, Woodford
Christ Church Anglican Hall (Adjacent Springwood Anglican Church)	Building	345 Great Western Highway, Springwood
Oasis Nursery - Canteen Building	Building	244 Singles Ridge Road, Yellow Rock