



CORPORATE APARTMENTS SHORT STAY TERMS AND CONDITIONS (V. 10-11)

These Corporate Apartment Short Stay Terms and Conditions form part of the Licence to Occupy. Signing of the Licence to Occupy confirms acceptance of the terms and conditions as follows:

Weekly Rental Rate

The weekly rental rate covers the cost of the property including furnishings and utilities. There may be additional charges for housekeeping and any extra services requested by the Guest or Client Company.

Security Deposit

A security deposit of \$800 is payable for all Corporate Keys apartments. The purpose of this deposit is to cover any damages or breakages that may occur during the Guest's stay. The deposit will be refunded within 10 working days after the confirmed date of vacate, following inspection of the property and settlement of all accounts owing. In the event of shortfall the Guest undertakes to pay such shortfall to Corporate Keys immediately on demand. Corporate Keys reserves the right to take legal action against the Guest or Client Company for recovery of such shortfall. Under no circumstances is this security deposit to be deducted from any outstanding invoice.

As Corporate Keys does not keep cash on its premises, security bond refunds will not be made in cash. Refunds will only be made by funds transfer, credit card or refund cheque.

Payment Terms

Pre-payment for the entire stay is required to confirm your reservation. All reservation are secured on the specified length of stay, no refunds will be given if you wish to depart earlier. Payment can be made by approved major credit cards (MasterCard, VISA, and American Express). Payments made by credit card will be automatically charged to the authorized credit card following provision of a tax invoice. Corporate Keys Staff are prevented by Occupational Health & Safety Standards from meeting clients to accept cash payments. No exceptions will be made.

Legal Capacity

The Guest or client company signatory acknowledges that they are at least 18 years of age and have full capacity to enter into this Licence to Occupy. The primary Guest residing in a Corporate Keys apartment must be over 18 years of age and the person signing this Licence to Occupy hereby acknowledges that this condition shall be satisfied at all times, otherwise this contract shall be immediately terminated by Corporate Keys under the Default and Termination Clause detailed below.

Cancellation Charges

In the event of a booking being cancelled more than 7 days prior to the arrival date, a cancellation of \$150 will be charged to cover administration costs. In the event of a booking being cancelled less than 7 days prior to the arrival date, a cancellation fee equivalent to \$800 will be charged.

Guest Arrival

Each apartment is entitled to one complementary meet-and-greet appointment. Corporate Keys will monitor flight arrival times and will endeavour to move the appointment to incorporate unexpected delays. In the event that the guest fails to arrive at the scheduled time or give reasonable notice of a change in arrival details, it is the guest's responsibility to request a new meet-and-greet appointment. The cost of the new appointment will be charged to the guest. Photo identification of the primary guest must be provided on arrival.

Guest Departure

The date specified on your booking form is a confirmed vacate date, any extensions are subject to availability. The apartment must be left in a clean and tidy condition, failure to do so will result in additional cleaning charges. You must vacate the apartment no later than 10am, failure to do so will result in a charge of \$1000.00.

Guest Numbers per Property

Corporate Keys allows a maximum occupancy of 2 people in a 1 bedroom property and 4 people in a 2 bedroom property. Variations from this must be agreed with Corporate Keys in writing prior to tenancy. All Guests who are residing in the property must be detailed on the Licence to Occupy. Any changes to the occupants of the property must be advised to Corporate Keys in writing, and Corporate Keys reserves its right to not approve any new occupants in its absolute discretion.

Telephone

All of our properties are fitted with a landline telephone. Local and national calls are included in the weekly rental. If the apartment is enabled for other types of calls, any calls made will be charged at the following rates; Mobile - \$0.60 per 30 second block; 1300 & 13 numbers - \$0.60 per call; International - \$1.00 per minute

Keys

Unless otherwise agreed, Corporate Keys will provide 1 key per adult guest not to exceed 2 keys per property. If at any time keys are lost, Corporate Keys shall be notified immediately to cancel security access and to organise a replacement. For security purposes, lost keys will require that the property locks be changed, and the Guest shall be liable for the cost of the locksmith and replacement cost of the keys and swipes. After hours lockouts will incur a minimum fee of \$120, and up to \$240.

Cleaning

Corporate Keys provides a weekly housecleaning service for stays of 14 nights or more. For stays of less than 14 nights a housecleaning service can be arranged for a charge of \$49 per service.



Internet

Corporate Key can provide a high speed internet service, this is charged at \$14.00 per week and is inclusive of 12.5GB downloads per week.

Car Parking

Car parking is subject to availability and can be provided at a cost of \$5.50 per day.

Personal Belongings

The Guest acknowledges that Corporate Keys is not responsible for insuring the Guest's personal belongings. The Guest's personal belongings are at the risk and responsibility of the Guest. The Guest undertakes to make their own arrangements for the prevention of damage or destruction to the Guest's belongings. The Guest acknowledges that it is not entitled to make any claim for damages, compensation or loss of whatsoever nature against Corporate Keys for any loss or damage to the Guest's belongings. The Guest undertakes to take reasonable precautions to secure the property and their contents from theft, keep all windows and doors locked when the property is not occupied and comply with Corporate Keys directions for the use and return of keys.

Non Smoking

The Guests acknowledge that Corporate Keys properties are all classed as non-smoking. Accordingly, should the Guest or the Guest's visitors smoke in the property or on a balcony with a window or door open, the Guests will be liable and bear all costs associated with removing odour from the property and fixtures, not limited to steam cleaning carpets, furniture and window coverings. A minimum charge of \$350 applies.

Smoke Alarms

It is a legal requirement that the smoke alarms in the property must be functioning at all times. If the smoke alarm is beeping, even occasionally, please contact Corporate Keys immediately as this is indicative of a fault. It is illegal to remove or disable a smoke alarm.

Every stove is fitted with a range hood. It is strongly suggested that this is used when any cooking is carried out. Smoke alarms that are activated by the Guest that incur costs for attendance of the Fire Brigade are payable by the Guest.

Fire sprinklers have been installed in most apartments. Under no circumstances is the guest to hang any item from the sprinkler or obstruct them in any way.

Condition of the Premises

Corporate Keys will make sure that the premises are maintained in good repair. The Guest is required to make sure that care is taken to avoid damaging the property, car parking, storage area and any common areas and keep the property in a clean condition during the period of occupancy. Corporate Keys reserves the right to conduct inspections of all properties at any time without notice to ensure compliance with this requirement. The Guest shall not use or allow the property to be not used for any illegal purpose nor allow any animals or pets on the property.

Furnishings that are removed, become damaged, stained or suffused with cooking smells or other odours will result in the Guest incurring additional costs to cover the cost of repair, replacement or specialist cleaning of such items.

Owners' Corporation (Body Corporate) Rules

As Corporate Keys apartments are located in residential buildings with common property, Corporate Keys and all Guests are bound by the Body Corporate/Owners Corporation rules. The Guest agrees to abide by the rules of the Body Corporate/Owners Corporation at all times where a Body Corporate/Owners Corporation exists. Failure to abide by these rules may result in termination of the Licence to Occupy. A copy of the Body Corporate/Owners Corporation rules is located in your apartment for reference. You must familiarise yourself with these Rules to ensure compliance at all times.

Notice to Inspect the Property

The Guest shall allow Corporate Keys' Consultants access to the property during 8.00am and 6.00pm 7 days per week with a minimum of 24 hours written notice, access to undertake a scheduled property inspection or show the property to a potential future tenant or buyer, for such reasonable time as required.

Apartment Maintenance

The Guest shall allow Corporate Keys' Consultants access to the property during 8.00am and 6.00pm, 7 days per week, for the purpose of repairs and/or maintenance. Corporate Keys will notify the Guest in writing prior to access.

Property Maintenance and Repair/ Replacement Works

(a) In the event that necessary building property maintenance work is required to be undertaken by a third party, the Guest acknowledges that non-essential and essential services such as electricity and water may not be operative for the duration of the maintenance work period. The Guest acknowledges and agrees that they will not make any claim for damages, compensation or loss of whatsoever nature and which shall cover any loss associated with paragraph (b) below against Corporate Keys for any loss or damage which may have been caused directly and indirectly.

(b) In the event that any equipment or services, including but not limited to washing and drying facilities, air-conditioning, heating, telephone, internet, cable TV and car parking are temporarily disrupted for whatever reason, the terms of clause (a) above apply in all respects in relation to the liability of Corporate Keys. Corporate Keys shall endeavour to ensure that such property related services are resumed as soon as possible.



Default and Termination for Breach of Terms and Conditions

Breach of any of these Terms and Conditions may result in immediate termination of the Licence to Occupy and immediate eviction. Written notice will be given by email and by letter addressed to the Guest and placed on the outside of the door to the apartment. Locks will be changed. If this Licence to Occupy is ended due to breach of terms and conditions the Guest and the client company indemnifies Corporate Keys against any liability or loss arising and any cost incurred in connection with the Guest's breach of the Licence. The guest is responsible for all costs incurred including but not limited to rental, changing of locks, damage to the property and additional cleaning, legal or other costs incurred as a result of the breach.

Jurisdiction

The parties agree that the applicable law of this agreement is that of the state of Victoria in Australia.