
CORPORATE KEYS CORPORATE APARTMENTS

TERMS AND CONDITIONS (19/11/10)

These Corporate Apartment 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, utilities and a local telephone service. Other inclusions are itemised in the Licence to Occupy under the section titled weekly rental rate. There will be additional charges for housekeeping and any extra services requested by the Guest or Client Company. Discounted rates only apply for stays of 3 months or more committed to on the Licence to Occupy.

Furnishings

All Corporate Keys properties are equipped with a full complement of high quality furnishings, linen and house-wares. Speciality items can be requested and the charges itemised on the monthly account. An inventory list is available on request from your Corporate Keys Consultant.

Utilities

Connection of utilities and reasonable ongoing usage charges are included in the weekly rental rate. Please note that electricity and gas usage charges are capped at \$5.00 per day for each service. Should electricity or gas usage be in excess of this, an additional charge will be levied and a copy of the account will be provided.

Telephone

All of our properties are fitted with a landline telephone. Local calls are included in the weekly rental. If your apartment is enabled for other types of calls, any calls made will be charged at the rates detailed on your Licence to Occupy.

Guest Numbers per Property

Corporate Keys allows a maximum 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.

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 should be notified immediately to cancel security access and to organise a replacement. For security purposes lost keys will require that the property locks are changed and the Guest is 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.

Internet Access

A secure wireless broadband internet service is available for a weekly rental rate.

Cable TV

Cable TV is available in all First Class and most Business Class properties compliments of Corporate 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 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.

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 and agrees that it will make no 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 in use and comply with Corporate Keys directions for the use and return of keys.

Security Deposit

A security deposit equivalent to two weeks rental 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 end of the Guest's stay following Corporate Keys inspection of the property and settlement of all accounts owing. Under no circumstances is this security deposit to be deducted from any outstanding invoice.

As Corporate Keys Australia 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

All ongoing monthly charges are consolidated into one, itemized invoice that includes rent for the coming 4 week period plus any additional services charges. Payment of the first rental invoice is required with the signed Licence to Occupy. Subsequent invoices are payable on or before the due date and are payable in advance of the rental period detailed on the invoice. The property will be held for 24 hours pending the return of the signed Licence to Occupy and payment.

Payment can be made by EFTPOS and approved major credit cards (MasterCard, VISA, American Express). Payments made by credit card will be automatically charged to the authorized credit card following provision of a tax invoice. Please note that payments by credit card will attract a 2% surcharge on the gross rental amount.

It is the policy of Corporate Keys Australia that all cash payments are made only at the premises of Corporate Keys Australia during standard office hours. Corporate Keys Staff are prevented by Occupational Health & Safety Standards from meeting clients to accept cash payments and no exceptions will be made.

Cancellation Charges

In the event of a booking being cancelled more than 14 days prior to the arrival date, a cancellation fee of \$110 will be charged to cover administration costs. In the event of a booking being cancelled less than 14 days prior to the arrival date, a cancellation fee equivalent to one week's rental will be charged. If Corporate Keys successfully secures a new tenant the Guest will be refunded any rental for the period that is paid for by the new tenant. The fee for this service is \$110 (incl. GST) to cover administration costs. This fee is only applicable if Corporate Keys is successful in securing a tenant to cover the cancellation period.

Car Parking

One residential car park is provided with all First Class rated properties. Car parking for Business and Premium Economy Classes will attract a fee per 7 night period per car park. Minimum charge is 7 nights. Please note car parking is not available at all properties and is subject to availability.

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. Please ensure this is used when cooking. 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 many apartments. Under no circumstances is the guest to hang any item from the sprinkler or obstruct them in any way.

Exit Clean

An exit clean is payable on departure. The exit clean fee quoted is based on the assumption that the property vacated is left in a clean and tidy condition. Corporate Keys reserves the right to charge the Guest for any additional time and services required.

Cleaning

Corporate Keys can provide a housecleaning and linen change service upon request. A minimum of 48 hours notice is required to book a cleaning service.

Should the Guest not require a housecleaning or linen service, the Guest must ensure that the linen is cared for and that white towels and sheets are washed separately from coloured materials. Any linen that is unable to be returned to reasonable condition at the end of the tenancy will be charged for.

Due to external cleaning contractor requirements, should the Guest cancel or postpone a cleaning service, after 12 noon on the day before or on the scheduled day of the cleaning service, the full cleaning service charge will apply.

Condition of the Premises

Corporate Keys will make sure that the premises are maintained in good repair. The Guest shall make sure that care is taken to avoid damaging the property 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 every 3 months. The Guest shall not use or allow the property to be used for any illegal purpose nor allow any 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.

Body Corporate Rules

As Corporate Keys apartments are located in residential buildings, 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 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.

Sale of Freehold Premises by Owner

Should the owner of the property enter into an unconditional contract for the sale of any property which is the subject of a lease between the landlord and Corporate Keys, Corporate Keys reserves its right to give notice to its current licensee with a minimum of 45 days notice to vacate the property and move the licensee to another apartment of similar nature subject to availability.

Notice to Vacate

If Corporate Keys has not been notified of a confirmed date for departure a minimum of 28 days notice is required in writing. Should the Guest depart the property without providing 28 days notice the Guest shall continue paying the weekly rental until the 28 day notice period has been served. The property shall be vacated by 10.00am on the day of departure unless alternative arrangements have been agreed with a Corporate Keys Consultant.

Notice to Inspect the Property

The Guest agrees to allow Corporate Keys Consultants access to the property during 8.00am and 6.00pm for the purpose of repairs or, with a minimum of 24 hours notice, access to undertake a scheduled property inspection or show the property to a potential future guest or buyer, for such reasonable time as required.

Rate Changes and Extension of Licence Agreement

All bookings with Corporate Keys Australia are secured on a specific rate for length of stay basis. The rate stated in the Licence Agreement will apply for the duration of the stay. Should you wish to extend your stay and receive the discounted 3-month rate, an amendment to LTO must be created and authorised by Corporate Keys. The new rate will only apply for a further commitment of 3 (three) months commencing from the date that the amendment to the LTO was created.

Early termination of Licence Agreement

If a guest wishes to vacate without providing 28 days notice to vacate, Corporate Keys may at the Guest's request and after the Guest has provided a firm vacate date, attempt to find a replacement tenant. If Corporate Keys successfully secures a new tenant the Guest will be refunded any rental for the period that is paid for by the new tenant. The fee for this service is \$110 (incl. GST) to cover administration costs. This fee is only applicable if Corporate Keys is successful in finding a tenant and therefore is able to provide the Guest or client company with a refund of rental.

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 listed below.

Default and Termination

A default occurs if the Guest or client company does not comply with any obligation under the Licence to Occupy and the Terms and Conditions. If a default occurs Corporate Keys may end this Licence to Occupy by giving 24 hours written notice to the Guest. Written notice will be given by email and by letter to the property directly. If this Licence to Occupy is ended 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. Default of payment will occur five (5) business days following the invoice due date unless written authorisation in agreement of late payment has been given by Corporate Keys. On default of payment, access to the property will be denied until full payment is made. Access can only be reactivated during business hours.

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 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 against Corporate Keys for any loss or damage which may have been caused.

(b) In the event that any of the property related services including washing facilities, air-conditioning, heating, are temporarily disrupted for whatever reason, the terms of clause (a) apply in all respects in relation to the potential liability of Corporate Keys. Corporate Keys shall endeavour to ensure that such property related services are resumed as soon as possible.

Corporate Keys wish you an enjoyable stay.

Please feel free to contact our office with any questions you may have.