

## **CORPORATE KEYS RESIDENCES**

### **TERMS AND CONDITIONS (01/07/10)**

#### **Weekly Rental Rate**

The weekly rental rate covers the cost of the property including furnishings, linen, a weekly cleaning service, gas, electricity and water usage. There will be additional charges for any extra services requested by the Guest or Client Company.

#### **Minimum Stay**

All Corporate Keys Residences have a minimum stay requirement. This is detailed in your Licence to Occupy.

#### **Guest Numbers per Property**

Corporate Keys allows a maximum occupation of 2 people in a 1 bedroom apartment and 4 people in a 2 bedroom apartment. All residents must be advised to Corporate Keys and listed on the Licence to Occupy. Variations from this must be agreed with Corporate Keys in writing prior to check in. 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.

#### **Internet Access**

Internet services are available at all Corporate Keys Residences. Charges apply.

#### **Telephone**

Telephone connection is included in all properties. Outgoing calls are charged at hotel rates.

#### **Cleaning Service**

A weekly cleaning service is included in the agreed rental rate. This service will take place Monday to Friday. In the event of a public holiday falling on your scheduled day of service it will then be undertaken on the following business day. The weekly clean included a linen and towel refresh and general clean. The cleaning staff are not responsible for dishes, pots and pans, oven and microwave.

#### **Security Deposit**

A security deposit is payable for all Corporate Keys Residences. The purpose of this deposit is to cover any damages or breakages that may occur during the Guest's stay. The deposit, less the departure clean fee, will be refunded within 10 working days after the end of the Guest's stay following inspection of the property and settlement of all accounts owing. In the event of a 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 deposit refunds will not be made in cash. Refunds will only be made by funds transfer, credit card or refund cheque.

### **Rate Changes and Extension of Licence Agreement**

All bookings with Corporate Keys are secured on a specific rate for length of stay basis. The rate stated in the Licence to Occupy will apply for the duration of the stay. Should the guest wish to extend their stay and receive a discounted rate, an amendment to the Licence to Occupy must be created and authorised by Corporate Keys. The new rate will only apply for a further commitment of duration of stay commencing from the date that the amendment to the Licence to Occupy was created. All rate amendments will be at current advertised rates.

### **Exit Clean**

An exit clean fee 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. The exit clean fee will be deducted from the security deposit unless alternative arrangements have been agreed with Corporate Keys.

### **Payment Terms**

Corporate Keys Residences property accounts are on a room only basis unless specified in the Licence to Occupy. 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.

Additional Services - Corporate Keys Residences require a credit card pre-authorisation for all additional services not covered in the Licence to Occupy. Credit card payments will incur a transaction fee as set by the Residence operator. All additional services charges must be settled directly with the Residence operator on a weekly basis.

### **Cancellation/Default Charges**

In the event of a booking being cancelled prior to arrival a cancellation fee applies.

### **Personal Belongings**

The Guest acknowledges that Corporate Keys or the Residence operator 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 or the Residence operator 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.

#### **Non Smoking**

Other than designated smoking areas, the Guests acknowledge that Corporate Keys Residences 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 \$150 applies.

#### **Smoke Alarms**

In the event of a false fire alarm caused by the negligence of the Guest, a charge in excess of \$1600 may be charged to the Guest at the discretion of the relevant fire authority.

#### **Residence Rules and Regulations**

The Guest must at all times comply with the rules and regulations set by the Residence operator. A copy of these will be provided on arrival.

#### **Condition of the Premises**

Corporate Keys will ensure 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. The Guest shall not use or allow the property to be used for any illegal purpose nor allow any pets on the property.

Furnishings and fixtures 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.

A condition report will be provided to you at check in. Please review this carefully, sign and return this to Corporate Keys within 3 business days of receipt. Any condition reports not received by Corporate Keys within 3 business days of receipt will be deemed accepted by the Guest.

#### **Notice to Inspect the Property**

The Guest agrees to allow the Residence operator or a Corporate Keys representative 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 for such reasonable time as required. For emergency maintenance where property damage will occur without immediate intervention the Residence Operator retains the right to enter the property immediately and to advise the Guest after the fact that the property was entered.

#### **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 the Licence to Occupy by giving 24 hours written notice to the Guest. Written notice will be given by email and by letter to the apartment directly. If the 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.

### **Property Maintenance and Repair/ Replacement Works**

- (a) In the event that necessary building property maintenance work is required to be undertaken at Corporate Keys third party provider properties, 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, airconditioning, 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.***