Welcome

TO



SADDLEBACK GROVE

271 SADDLEBACK MOUNTAIN ROAD,
SADDLEBACK MOUNTAIN

Welcome

TO SADDLEBACK GROVE

Scan QR for up to date version of welcome book between print runs

WIFI

Network: saddlebackgrove
Password: mkmt5ree2a

CONTACT US

The Holidays Collection

Office (9-5) ph 4411 7000

After Hrs ph 0450 629 101

Please don't call after 9pm unless it can't wait until morning

Emergency pls call 000

SOCIALS

www.saddlebackgrove.com

saddlebackgrove

saddlebackgrove

CHECK-OUT INFO

- Check-out 10am (4pm Sun)
- Turn off all lights/heat/aircon
- Take out garbage
- Wash/put away dishes etc
- Remove your food (eg fridge)
- Ensure spa is covered
- Return any furniture moved
- Return keys to lock box
- Close all windows, lock doors

HOUSE RULES

- No Smoking
- No Parties
- No Sitting on the Spa Lid
- No Pets on Furniture
- No Driving on the Grass

thank you for staying with us!

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Meet the host

We are a family from Sydney, who stumbled upon a house in our dream location for retirement. Timing was not ideal, it was still years before we could sell up in Sydney and move down. However, dream properties don't come up often, so we bit the bullet, talked to the bank and decided to holiday let it to help with the costs until we can relocate.

Helping us is our agent, The Holidays Collection based in Gerringong.

We love the wide open skies, the views that stretch forever, the bold sunrises and soft evening sunsets and of course the cows (well steers) that are just over the fence. We hope you will too.

CONTACT INFORMATION

Website:
saddlebackgrove.com

Agent

The Holidays Collection
Phone:4411 7000
Email:
bookings@holidayscollection.com.au
After Hours
Phone: 0450 629 101
(please only call after 9pm for issues that can not wait until the morning)
Agent Website:
holidayscollection.com.au

House Rules

NO SMOKING

No smoking inside the house, games room or on the outside lounges.

NO PARTIES

Please respect our property & neighbours by no parties or events.

WE ALSO REQUEST

- No sitting/standing on the spa lid - our experience is that it will break and it is expensive to replace
- No parking/driving on the grass - this causes significant damage especially if wet. Repair is costly and can take months
- Keep dogs off furniture and within the boundary of the property and away from livestock/wildlife. Please clean up after dogs.
- Wipe up liquid spills on the bathroom vanities (incl water) as they will stain/warp the solid oak
- Clean and put back anything you use
- Be water wise - we have a limited supply (rain water tank)





Don't forget

BEACH TOWEL Bring a beach towel for the beach and the spa

COFFEE BYO pods or beans. Please see Coffee page as we do not guarantee the coffee machine will be working. The pod machine takes Nespresso compatible coffee pods.

FOOD We find many guests opt to stay in once they see the view, so best to come prepared. Don't worry if you are not so organised, there are places to stock up in town - see Buying Food section.

Socials, Website & Reviews

Socials

Keep up to date with all our news and special offers by following us on Instagram or Facebook - saddlebackgrove
If you have a great photo of your stay, please tag us on social media - we love to see guests enjoying themselves.

Website - www.saddlebackgrove.com

Reviews

We love great reviews and it helps other lovely guests find us, as the algorithms on booking sites are driven by reviews. So if you had a good time, please give us a shout out. Contrary to logic, sites like Airbnb work on 5 stars being standard and everything under that being unhappy guests.

We do go out of our way to make your stay enjoyable, and try to be upfront about the property and some of its imperfections before you book. Sometimes, however, things don't go to plan. If something is not quite right, please raise with the agent before leaving a bad review, as we do try our best to fix any genuine problems that may arise.

Water

TANK

Our water supply is wholly tank water collected when it rains. We ask that you keep this in mind as it is a limited supply.

FILTER

We have a UV water filter attached to our water pump which connects to all inside taps.

PUMP

If there is a blackout, the water pump will not work. **See electricity section**

EMERGENCY WATER

Drinking - 10 litres of emergency drinking water should be in the bottom of the pantry.
Other (eg for toilets) - there are 2 jerry cans of water and a bucket to flush toilets in the garage. Fill the bucket to flush toilet. More water can be obtained from the water tank at the top shed – it is gravity driven so it is slow. Turn on tap and unhook the hose from the top of the tank and it will run slowly.

HOT WATER

We have a large off peak hot water service that heats overnight. There is sufficient water to everyone to have a 4 - 5 minute shower, however if you have long showers, or multiple showers a day, you may need to wait for it to reheat overnight.

things to know

GENERALLY

Being in the country means that things don't run quite as smoothly as the city. The wind is powerful, blackouts happen, there is no town water, sewerage, mainline gas etc so hot water is limited.

SEWERAGE

We have a septic tank. Many products can render the septic tank ineffective and result in unpleasant smells. We have provided septic tank friendly shampoo, conditioner, soaps, laundry and cleaning products for you to use.

ELECTRICITY

Black outs happen more regularly than the city. There is a solar battery to smooth supply and an emergency pack including candles in the laundry cupboard. As water supply relies on an electric pump, there will be no water in a blackout. Please see 'Water' section.



things to know

BUSHFIRE EMERGENCY KIT

We are in a grass fire area but not in a high risk bushfire area. However north (The Royal National Park), south and west of us are, which could impact access to the Illawarra area in extreme circumstances. We have left a bushfire emergency kit in the laundry cupboards which includes a torch and a battery operated radio to receive updates.

MATTRESS

Latex mattresses are excellent for support, but some people find them firmer than they are used to, so we top these with deep feather down mattress toppers and a plush wool underlay.



Electricity/Blackouts

The weather can get wild on the mountain causing blackouts every year. While these usually get resolved in a couple of hours, extreme cases can last longer.

We have solar power and a battery to help keep the lights on (and the loo flushing!) during a blackout.

What to do?

The spa drains the battery very very quickly (esp in winter). So to ensure you have lights and water for as long as possible, we request that for the duration of the blackout you

- turn the spa off at the power point (on the side of the deck behind bushes). If we can still control the spa remotely, we will turn down the spa temperature.
- turn off heaters/electric blankets and light the wood fire for warmth.

How do I know if there is a blackout and the battery is being used?

- check your phone for messages from our agent - if we get notified, we will notify the agent to message you.
- check Endeavour Energy website for outages (put in our address)
- flicker of the lights - this often happens as the power transitions to the battery

Electricity/Blackouts

How do I know how much battery I have left?

The side of the battery indicates how much of the battery is left. There is a light from the ground to the top of the battery. If the light goes to the top then it is full and at the bottom it is empty.



If the light is blue (as in the picture) then the battery is discharging. The battery in the picture is about ¾ full.

If the light is green then it is charging. It will remain green once fully charged. During a daytime blackout, the solar panels will continue to provide electricity/charge battery.

Electricity/Blackouts

How much battery should I have?

Typically we leave at least 20% in the battery as a back up in case of blackouts, however there are some exceptions to this:

- If the weather forecast is good, I will often empty the battery early in morning as the spa reheats, knowing that the solar will recharge it soon after.
- If the weather forecast is very bad (eg an East Coast Low or gale force winds) and I am able to, I will try to force charge the battery to 100% as a back up.

Precaution

If you are staying during crazy weather and not using the spa, maybe turn the temperature right down on the spa as a precaution or even off at the power point (although please turn back on when you leave).

EV Charging

Need to charge your EV before you go home?

There are multiple charging options in Kiama

- Nearest - car park behind the Top Shop (Manning Street) - One Tesla 3 charger
- Kiama Woolworths underground car park (Chargefox) . Type 2. Four charging points.
- The Pavillion, 2 Bong Bong Street (Exploren) - Type 2. Four Charging points

(see https://kiama.com.au/ev-charge-ahead-power-up-your-kiama-adventure for more information

There is only one power line up Saddleback Mountain and as a result electricity supply is limited (eg we are only allowed single phase not 3 phase power). As you may have worked out from previous pages, the line can be delicate, so we would prefer if EV's were not charged off home power.

Garden



You are welcome to pick any fruit and herbs in season. In summer/autumn our flowers are out in our cutting gardens and we pick them them for guests.

The back of our property is our working garden including a veggie patch and flower cutting gardens. These are not ‘show’ gardens and from time to time these will look overgrown depending on season and how much time we have to come down and work on them.

From time to time, we will also be renovating established existing garden beds, so some may look bare or a work in process while you are here. We are doing this slowly so most of the garden will look established at any one time.

Hot tub



The hot tub padlock code is the same as the front door key box (**1914**).

The hot tub should be warm ready to use. It is usually set between 37 and 38 degrees. Any higher is not considered safe.

Sanistiser levels are kept high so be careful with any delicate fabrics

Please keep lid on when not in use to minimise evaporation & heat loss

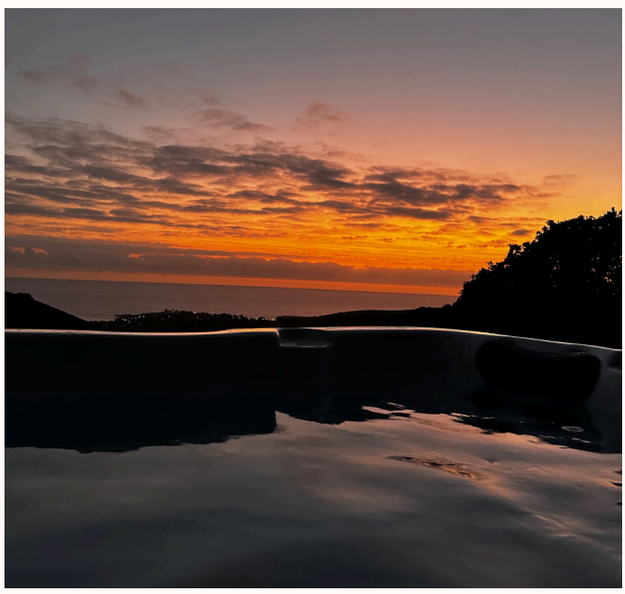
Please don't sit on the lid, we know from experience that it will break and it is expensive to replace

Please supervise children at all times

The hot tub is also locked with a ratchet strap to keep the lid on when the wind picks up. To open, push in the spring lever and open the ratchet 180 degrees until it is fully open. Whilst open pull the ratchet to release the strap.

Hot tub- heavy use/Longer Stays

The sanitiser (Bromine) in the spa breaks down over time and use and this is accelerated by UV light (sun). So if you are using the spa a lot or during a longer stay, we request that you top up the bromine with granules during your stay. This is to ensure the water doesn't become manky for you or for the next guests.



We will leave some bromine granules in the laundry for you. If you don't use the spa or only v light use over a weekend, then the slow release bromine tablets that we leave in the spa will be enough.
We recommend tipping the granules into the centre of the spa (foot well) so you don't accidentally sit on them.

Dosage

After heavy use or use in the sun - we recommend tipping 1 lidful of granules when you exit the spa

Light use over a week - we recommend tipping 1 lidful of granules midway through your stay

Pizza Oven

We have recently replaced the wood fired pizza oven with a gas one as the old one was well loved and damaged by incorrect use.
The new gas oven heats in 20-30 mins (a lot quicker!) and is the only brand that the AVPN (Naples pizza authority) recommends for domestic use.
It is now located on the front deck (a lot more convenient!). **It needs to be moved from the undercover area before use** -

See Pizza page on our website for more information

- safety instructions
- how to use
- recipes, tips and tricks



Pizza Dough

Also see recipe links to Ooni website on our Pizza webpage

Recipe (makes 10 individual pizzas)

Prep - 30 mins Proofing - 6-8 hours

Ingredients

500ml cool water 2.5-3g yeast

900-950g '00' flour 25g fine sea salt

Method

1 - Pour water into a bowl and mix in the salt and yeast. Stir the flour in gradually.

2 - Knead vigorously inside the bowl with light crisscross punches to oxygenate, relax and smooth the dough which forms gradually.

3 - When the bowl has absorbed all the flour (side and bottom of the bowl are clean), remove and knead on a lightly floured surface extending and compressing dough for approx 20 - 30 mins. Initially the dough is brittle but gradually becomes more elastic

4 - Divide into balls and place in individual silicone proofing containers (supplied) in a cool dry place for at least 6-8 hours

5 - On a lightly floured surface, stretch the dough with fingertips then palm expanding from the centre outwards

Based on recipe from 'Pizza Alba Pezone, recipes from Naples' finest pizza chefs'

Coffee

The Coffee Experiment

We have recently put in a cheap and cheerful coffee machine with grinder (Kogan) for guests to use. We don't advertise this fact as we can not guarantee that it will be working when you arrive.

Our experience is that some guests can be a little enthusiastic and not follow instructions resulting in damage. So we will give it a go and see what happens!

As coffee beans are best fresh, we don't keep a supply in the house. Please bring along your favourite roast. See links on website page for where to buy locally roasted coffee and machine instructions.

Let the experiment begin!

Coffee Pods

We have a simple coffee pod machine that accepts Nespresso coffee pods.

We leave a small number of pods to get you started. Please bring Nespresso compatible pods if you want to use this machine.

QR code link to Coffee webpage

Coffee cont.

The Coffee Machine is not working?

Check the manual (there is a link on the coffee webpage - see QR code).

So far we have found the following happens and how to fix

- grinder gets clogged - (page 16 of manual) - empty all beans and clean out with the little brush that is kept behind the drip tray (slide drip tray out and you should see a little maintenance kit)
- lights flash indicating that descaling is required (pages 16 - 19) - use vinegar and water and follow instructions in the manual. There should be vinegar in the pantry

QR code link to Coffee webpage

Fireplace

Use firelighters and kindling to get the fire started. These are in the breezeway.

Ensure the top knob is pulled out (flue open) and the bottom knob pushed in (air in) to start fire.

We have left you more wood than we normally use, however if more is needed the service station at the bottom of Saddleback Mountain Road sells bags of wood.

Once the firebox is hot, turn the thin metal wheel on the bottom right hand side of the fireplace to turn the fan on and off and adjust fan speed. Leave on and the fan will start once hot enough.



Where do I find

BBQ	BBQ and cleaning kit are in the garage/games room Tools should be with the BBQ but may be in the kitchen
PIZZA OVEN	Pizza oven is on the front deck. Pizza tools are with it. Proving containers for dough are next to the oven inside
SPARE GAS	The pizza oven and the BBQ use the same type of gas bottle. Each has a dedicated bottle as well as a dedicated spare nect to it. They can be interchanged if any of the bottles are empty
OUTDOOR HEATER	The remote is usually in the tray when the welcome is, on the Kitch bench. Ensure turned on at the power switch on the wall near dining room door and check the light is on on the unit. If off, it may be switched off on the unit.
OUTDOOR HW BOTTLES	There are some hot water bottles and fleece blankets for use on the outdoor lounge, under the island bench, dining side, in the cupoard near the sliding doors.
SPA	Spa Chemicals are in the laundry cupboards
PICNIC	Picnic rugs and backpacks are under the kitchen bench, in the bottom drawer facing the dining room next to the window.
DRINK BOTTLE	In the picnic cupboard, there are some drink bottles, a Thermos and some enamel mugs

Where do I find

UMBRELLAS	There should be 2 in the entrance hall
DAY PACK	Main bedroom wardrobe
YOGA MAT	Main bedroom wardrobe
FIRST AID	Kit is in laundry cupboard
SNAKE BITE	Kit is in laundry cupboard
SEWING KIT	Kit is in laundry cupboard
EMERGENCY	Bushfire kit - laundry cupboard (incl radio) Blackout - candles in laundry cupboard Drinking water - bottom of the pantry
FIRE BLANKET	Under the kitchen sink
FIRE EXTINGUISHER	Under the kitchen sink
CANDLES	Spare candles for outside are in the high laundry cupboards. Emergency candles are in the laundry cupboard under the window
TOILETRIES (emergency)	Basic toiletries are in the bathroom drawer/main bedroom robe. Please only use if you forgot your own, otherwise please leave for the next guests.
DOG STUFF	Bed & Blanket - sitting on top of laundry cupboard Bowls - inside laundry cupboard under the window Poo Bags - inside laundry cupboard under the window

Appliances & Electronics

COFFEE MACHINE On the kitchen benchtop. In the glass kitchen cupboard there is also a Nespresso Pod coffee machine. We have left some coffee pods to get you started

TV The TV is a smart TV with Netflix provided. There is a remote for the TV and a separate remote for the sound bar. The channels are Wollongong so they are different numbers to Sydney.

WASHER/DRYER The washing machine is a combined washer dryer. Washing and drying functions are listed separately on the dial. You need to set to dry once wash load is complete. There should be laundry detergent in the cupboard.

BBQ There is a WeberQ BBQ in the garage. Move it to wherever you want to use. Please clean and return to garage after use. There is a spare gas bottle in the garage. Please notify agent if you swap the gas bottle over so it can be replaced.

Appliances & Electronics

OUTDOOR HEATER	Please turn on at the power point in the kitchen labelled 'heater'. Then use remote (on kitchen bench) to control. Please ensure it is turned off once you have finished using.
BATHROOM SKYLIGHT	The skylight in the main bathroom has a blind to cut the hot western summer sun. The remote is in the vanity drawer.
HEATED TOWEL RAILS	There are heated towel rails in the main bathroom, ensuite and laundry. These operate on a timer during the cooler months.
UNDERFLOOR HEATING	The main bathroom has underfloor heating which operates on a timer during the cooler months.
CEILING FANS	Three of the bedrooms have ceiling fans. Ensure they are switched on at the light switch, then use remote to control them.

Gas Supply

STOVE

Gas is used for cooking. Gas is supplied by bottle and is stored in the garden by the side deck.

If the gas runs out, there is a spare bottle connected. To swap

- Turn gas off on existing bottle – green tap (the bottle the lever points to)
- Turn the lever to the other bottle
- Turn the gas on the new bottle
- Contact The Holidays Collection and let them know so that they can arrange a replacement bottle.

BBQ & PIZZA OVEN

There is a separate smaller gas bottle for the BBQ and pizza oven. There is a spare in the garage if it runs out. Please inform Holidays Collection if you swap it over so the bottle can be replaced.

Dogs

Well behaved dogs are welcome at Saddleback Grove. You will find dog bowls, poo bags, a dog blanket and towel and a dog bed in the laundry. Please keep dogs off furniture and curtains.
The property is not fully secured, so please keep dogs within boundaries and away from neighbouring livestock and wildlife.
Note - most beaches do not allow dogs even on leash - see below for allowed beaches

DOG PARKS

Kiama Council has a number of designated off leash areas for dogs. Our favourite is Bombo Beach. See QR below for parks.
Another great spot is at Shell Cove, along the water at Bass Point Tourist drive, between the Shallows and the gravel loader.



Kiama Veterinary Hospital - 66 Shoalhaven St, Kiama (ph 4232 1221)
South Coast Veterinary Hospital - 3/3 Brown St, Kiama (ph 4233 1781)

Chairs & Beach Umbrellas

We have left a few (white) beach chairs and beach umbrellas in the garage (games room) for use during your stay.

There are also some French striped deck chairs in the garage (games room). Please don't leave out in the wind/rain.

There is sunscreen in the laundry if you need it.

There are also some light chairs in the breezeway if you need more seating on the front deck. Pls return to the breezeway before you go or if the wind picks up as they will blow away.



Snakes and wildlife


Our shy blue tongued lizard often hides under the deck.

We are in the Australian countryside so you may come into contact with some passing wildlife.

We keep the grass short and bait for mice to discourage snakes, but they are a protected species and go where they please.

While rare, If you see a snake, keep well away and call the snake catcher on **0418 162 441** (then notify agent). Keep an eye on the snake from a safe distance so the catcher can remove it. Keep children and dogs inside. In emergencies, there is a snake bite first aid kit in the laundry and call 000 immediately.

We also have a blue tongue lizard that hangs around but he is shy and often hides under the deck. We have seen echidnas, hares, wallabies and kangaroos too as well as lots of lizards. Please keep dogs and children (and adults too) away from the wildlife.

Getting Around

UBER & TAXI

There is no longer a local taxi service, however Uber is now in town. This is the quickest solution. Availability is variable.

Illawarra Taxi Service (based in Wollongong) booked via their website or phone (ph 4254 2111).



TRAIN SCHEDULE

Trains to/from Sydney run roughly every hour. There are also trains to Gerringong and Berry roughly every hour.

What to do

WEEKEND AWAY IDEAS

Check out 'Weekend Away Ideas' section on our website - use QR code to open

WHAT'S ON IN KIAMA

Kiama Tourist office website - use QR code to open

There are regular events and markets in Kiama throughout the year.



What to do

KIAMA BLOWHOLES

The blowholes are what Kiama is famous for and how it got its name - Kiama is said to translate to 'where the sea makes a noise'. The big blowhole is 260 million years old and believed to be the largest in the world. When the conditons are right, it can spurt 25 - 30 m in the air. The little blowhole is more reliable and less fenced.

KIAMA COAST WALK

Broken into 3 sections the walk is approx 20kms. Our favourite secton is Loves Bay to Gerringong (but you might get your feet wet).



What to do

SADDLEBACK MOUNTAIN LOOKOUT

Head to the top of Saddleback Mountain for 3 viewing platforms (North/South/West) On a clear day you can see from Cronulla to Milton.

ILLAWARRA FLY TREETOP ADVENTURES

Australia's highest zip line and 1.5 km walk amongst the tree tops.

CATHEDRAL ROCKS

A favourite amongst photographers (below), at the Southern end of Jones Beach.



Swimming



KIAMA BEACHES

Kiama has an abundance of beaches and surf breaks. See QR for more details.

Furry Friends - Bombo Beach is dog friendly

South Coast beaches can get dangerous at times - we recommend swimming at patrolled beaches (see QR for beach patrols today)

Swimming

OCEAN POOLS

If the Sea is a little rough, head to one of the Ocean pools in the area. Kiama has 2 and Gerringong has 2.

JAMBEROO ACTION PARK

Just over 15 min drive from Saddleback is Jamberoo Action Park with water slides, wave beach, lazy river, bobsled and more.



Places to eat

a few of our favourites

KIAMA DINING GUIDE

Download a copy of the Kiama Local Dining guide via QR.



THE HUNGRY MONKEY

Collins St. Famous for its burgers but we love their breakfasts.

DIGGIES

Blowhole point. Indoor and outdoor (better for view) seating. Casual. Fresh seasonal food.

TRINITA

3/10 Bong Bong Street. New and has been wildly popular! Booking recommended. Italian with a view over Surf Beach.

SILICA

Manning St. Probably the most formal of restaurants in town with great views over Surf beach. Has a kiosk selling takeaway fish and chips.

OTIS DELI

Terralong St. Cafe known for its salads. Established by former head chef of Ottolenghi London.

Eat & Drink

a few of our favourite bars

LITTLE BETTY'S

Collins St. Cocktail bar with limited food menu.

MISS ARDA

Manning St. Meze and bar by the by former head chef of Ottolenghi London..

FILLMORES

Unit 2/38-40 Manning St, Kiama NSW (hidden down a lane). Lots of live music.

THE GRAND HOTEL

49 Manning St Kiama. 1890's traditional pub, recently renovated.

STOIC BREWING

Gerringong. Onsite bar with bar menu food.

UNCLE FUKU

Collins St. Asian street food and cocktails. Also by former head chef at Ottlenghi London.



take Away/ Delivery

As a general rule, we mostly avoid the places on the main street, which cater for tourists and have varying quality. Below are ones we use.

DA ORLANDO PIZZA

1/160 Manning Street
Neapolitian Pizza. Closest to Saddleback and will deliver.

JEM FISH

4/160 Manning Street
Fish and Chips and Hamburgers. Closest to Saddleback

SILICA (hole in the wall under Restaurant)

72 Manning Street (at surf beach)
Limited hours (check website) but good for fish and chips

CENTREPOINT PIZZA

14/106 Terralong St
'Suburban' pizza. Will deliver (but can be a long wait)

NOODLE PARADISE

Shop T11/143 Terralong St
Sth East Asian dishes. Convenient (located at Woolworths centre)

Buying food

FARMERS MARKET

Wednesday afternoons, Surf Beach. Local produce direct from the Farm.

STOCKED / Kiama Corner Store

Boutique produce store, 38 Terralong St Kiama

THE TOP SHOP

162 Manning Street. Basics with some gourmet produce and pre prepared meals. Handy.

SLOW DOUGH

19 Bong Bong St. Artisan sour dough bread and pastries. Open Fri - Sun mornings until sells out. Can be preordered via website: www.slowdough.com.au

PARFAIT PATISSERIE

38 Manning Street. Artisan breads including baguettes as well as cakes and pastries.



Buying food

WOOLWORTHS

Kiama View Shopping Centre, Terralong Street.
Recently renovated Supermarket & BWS.



BUTCHER'S NOOK

122 Terralong Street.
Traditional butcher on main street. Can arrange delivery mid week.

MOUNTAIN SIDE MEATS

129 Queen Street BERRY.
Further away and expensive but is an 'award winning' butcher.

KIAMA FISH MARKET

Blowhole Point.
Freshly caught.Take cash as has been cash only but may change.



Handy to know

HOSPITALS

Shellharbour Hospital - 15-17 Madigan Boulevarde
Mt Warrigal Phone 02 4295 2500
24hr Emergency

Wollongong Hospital
Loftus St, Wollongong
ph 4222 5000
24hr Emergency

PHARMACIES

Blooms - 118 Terralong St,
Inside Plaza - 143 Terralong St,
Kiama Pharmacy - 83 Manning St

DOCTOR

Kiama Medical Practice - 83 Manning Street Kiama
Ph: 02 4232 1244,
www.kiamamedical.com.au

VET

Kiama Veterinary Hospital - 66 Shoalhaven St, Kiama (pn 4232 1221)
South Coast Veterinary Hospital - 3/3 Brown St, Kiama (ph 4233 1781)

Book direct to save money

BOOKINGS

Bookings can be made on most platforms including

- Airbnb
- Stayz
- Booking.com

SAVE MONEY

Book direct with our agent to save money on platform fees.

The Holidays Collection
www.holidayscollection.com.au
Ph 02 4411 7000
email:
bookings@holidaycollection.com.au



Code of Conduct

Section 2.5 (pertaining to guests) of the Code of Conduct of the Short Term Accomodation Industry, October 2021.

Guests to act lawfully

2.5.1 A guest must not engage in conduct in their capacity as a guest that contravenes:

(a) the criminal law

(b) planning laws or by-laws (if the premises are in a strata or community scheme) that apply to the premises

(c) the terms of a short-term rental accommodation arrangement for the premises.

Obligations to neighbours

2.5.2 A guest must not at any time during the occupancy period:

(a) create noise that because of its level, nature, character, or quality, or the time it is made, is likely to harm, offend, or unreasonably disrupt or interfere with the peace and comfort of neighbours and other occupants of the premises

(b) act in a violent or threatening manner towards neighbours or other occupants of the premises

(c) act in a manner that could reasonably be expected to cause alarm or distress to neighbours and other occupants of the premises

(d)use or enjoy the premises in a manner, or for a purpose, that interferes unreasonably with the use or enjoyment of common property by neighbours and other occupants of the premises in a strata or community scheme

Code of Conduct

(e) intentionally, recklessly or negligently cause damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises
(f) intentionally, recklessly or negligently damage the personal property of neighbours of the premises or other occupants of a strata or community scheme.
This section is an offence provision under section 54C of the Act.

2.5.3 The Commissioner may issue guidelines about what may or may not be appropriate conduct under section 2.5.2 of the code.

2.5.4 A guest must not copy, or knowingly retain after the end of the occupancy period, any keys, security passes or other instrument that facilitates access to the premises.
This is an offence provision under section 54C of the Act.

Responsibilities to hosts
2.5.5 A guest must take reasonable care of the host's premises and the host's property at the premises.

2.5.6 A guest must notify the host or the host's representative of any dispute or complaint about a guest's or visitor's behaviour as soon as possible after the dispute or complaint arises.
This section is an offence provision under section 54C of the Act.

Code of Conduct

Exclusion register

2.5.7 A guest who is recorded on the exclusion register is prohibited from entering into any short- term rental accommodation arrangements as a guest.

This section is an offence provision under section 54C of the Act.

Guests responsible for conduct of visitors

2.5.8 A guest is responsible for the actions of visitors they invite onto the premises during the occupancy period and must ensure visitors to the premises comply with section 2.5.2 of this code as if they were a guest on the premises.

This is an extract from the Code of Conduct, pertaining to Guests. A QR code link to the full code of conduct is below.





We hope to see you again soon



thank you!

Thank you for staying with us. We hope you had a great time and we would love to host you again in the future.