Accommodation Booking Terms & Conditions

Effective 25th September 2026 · Holiday Rental Specialists (HRS) · NSW, VIC & SA

When you make a booking with Holiday Rental Specialists (HRS), or through a platform we manage on behalf of an owner, you receive a licence to occupy the property for your booking dates.
This is not a residential tenancy agreement.

By completing a reservation, you and all guests agree to these Terms & Conditions. We can end the booking at any time if a material term is breached.

Need help?

Our team is available 24/7. Call us on (02) 4862 5200 or contact us through your booking platform.

1. Quick Reference: The Essentials

Here's a summary of the most important things to know before you arrive.

Guest numbers
Any change to the number of guests (staying or visiting) needs our written approval in advance.

Noise
Keep noise to a minimum at all times. The short-term rental code of conduct applicable in your state (NSW, Victoria or South Australia) and our Good Neighbour Policies apply throughout your stay.

Pets
Pets are only allowed at pet-friendly properties and only with written approval before arrival. A pet surcharge applies (this does not cover damage or extra cleaning).

Smoking
No smoking of any kind indoors: cigarettes, e-cigarettes, vapes, hookahs, pipes or cigars. Some rural properties also ban outdoor smoking. Check your property's listing.

Commercial use & structures
No commercial activity of any kind. No tents, caravans, inflatable pools or temporary structures are permitted.

Payments
All payments are non-refundable. This includes deposits, balances, cancellations and no-shows. We can re-advertise your dates for a fee. If they re-book, you'll receive a pro-rata refund.

Responsible Renter
The person who makes and pays for the booking (the Responsible Renter) is personally responsible for the conduct of all guests.

Reporting issues
If something goes wrong, call us on (02) 4862 5200 during your stay. We can only offer compensation for issues reported while you're still there and after we've had a chance to fix them.

Confidentiality
If we reach a compensation agreement, a mutual non-disclosure arrangement applies. This includes all review platforms, social media and public forums.

Call recording
All inbound and outbound calls are recorded. You may not be reminded of this on every call.

Communication
Please keep all communication respectful. Abuse, offensive language, threats or threats of negative reviews are not acceptable.

2. Bookings & Payment

2.1 Booking Details

Check-in & Check-out Times

Situation	Charge	Notes
Check-in (peak & public holidays)	4:00 pm	Refer to your booking confirmation email
Check-in (off-peak)	3:00 pm	Refer to your booking confirmation email
Check-out (all periods)	10:00 am	

We do our best to have your property ready on time, but we can't guarantee this and don't offer compensation for delays.
A complimentary one-hour early check-in may be offered if the property is ready. This isn't guaranteed. For early check-in or late check-out of two or more hours, you can pre-book and pay for this if it's available. If we're unable to honour a paid request, that fee will be refunded.
The only guaranteed way to secure early access is to book an extra night. Ask us about rates.

Unauthorised early/late access
If you access the property outside your agreed times without approval, a minimum charge of $50/hour applies.

Changes to Your Booking
Your tariff is based on the confirmed number of guests. Please let us know in writing if this changes. Extra-guest fees may apply.
Your deposit reserves a specific property for specific dates. Neither the property nor the dates can be changed. Bookings are non-transferable. Transferring a booking to another person counts as a cancellation and the cancellation policy applies. We don't offer refunds for late arrivals, early departures or unused nights.

Bed Configurations
Beds are set up as shown in the property's online listing. If you need beds split, combined or reconfigured, please let us know at **least 14** days before arrival. Requests made after this time can't be guaranteed, and a housekeeper fee applies for any reconfiguration.

2.2 Cancellation Policy

Cancellations by You
All bookings and payments are non-refundable. This includes deposits paid more than 30 days before arrival, balances paid at any time, any monies paid within 30 days of arrival, cancellations, and no-shows.

Non or late payment of balance
If your balance is not paid by the due date you risk the booking being cancelled and deposit funds being forfeited.
If you'd like us to try to re-book your dates, submit a written request to bookings@holidayrentalspecialists.com.au (no phone or SMS). A $150 re-marketing fee applies. If your original dates (or any portion of them) are re-booked, you'll receive a pro-rata refund, less the cancellation and re-marketing fees. Please note that re-booking rates may differ due to dynamic pricing; the pro-rata calculation is final.

Cancel in writing only
Send cancellation requests to bookings@holidayrentalspecialists.com.au. We can't accept cancellations by phone or SMS.

Government Travel Bans
If a blanket government travel ban prevents your stay, your booking will be postponed and converted to a 12-month credit voucher for the original value. Your deposit will be credited to the new booking. If dynamic pricing means the new booking costs more, a top-up payment will be required. Unused portions of the voucher are not refundable. Refunds are only available in cases of genuine hardship. Standard cancellation terms apply if you test positive for COVID-19, are a close contact, or need to self-isolate.

Non-Payment
If your balance isn't paid by the due date, all monies paid to that point are forfeited.

2.3 Guest Registration

All guests are required to register before their stay. Registration replaces a cash bond and helps us with fraud prevention, damage claims, safety and emergencies.
For direct bookings, please upload a photo of your driver's licence and credit card (both in the booking name) through HomPay's encrypted portal. If your card expires before your stay, you'll need to provide a new card and CCV. A $1 refundable pre-authorisation will be processed to verify the card is active.
Your details are held securely and automatically deleted 14 days after your departure.
If you don't complete registration, a $2,000 cash bond may be required (refunded within 14 days of departure less any deductions for extra cleaning, repairs or replacement). All adult guests must provide their name and mobile number.

Travel insurance
We strongly recommend taking out travel insurance. It can cover illness, injury, flight changes, cancellations and weather events such as floods and bushfires.

2.4 Payments

The following applies to bookings made directly through the HRS website. Bookings made through other platforms are subject to those platforms' own payment terms.

- Deposits are due at the time of booking by credit or debit card.
- We don't accept direct transfers or cheques.
- Your booking is confirmed only once HRS receives your deposit.
- The balance is due 30 days before arrival and will be automatically charged to the card on file.
- You'll receive an email receipt once funds have cleared.
- If your deposit card is expiring, please update it in time for the balance to be charged.
- If funds aren't available on the due date, your booking may be cancelled with deposit funds forfeited.

Card Storage & Possible Charges
Your card is stored securely by HomPay to process payments and, if needed, to cover any of the following:

Situation	Charge	Notes
Duplicate keys / re-entry / re-keying	$110	per call-out
HRS representative attending a guest-caused issue	$110	per call-out

Tradesperson attending a guest-caused issue	Invoice cost	
Credible noise complaint or police/security call-out	$500	per offence
Evidence of a party or function	$1,000	per offence
Malicious, deliberate or negligent damage	Repair/replacement cost	
Steam-cleaning or replacement after pets (non-pet property, or pets on furniture)	Cleaning cost	or replacement cost
Pets brought without approval	Surcharge + cleaning	
Unclean BBQ	Cleaning cost	
Excess rubbish removal or bins not presented on bin night	Removal cost	including tip fees
Pay-per-view content not prepaid	Usage cost	

All charges are applied in accordance with these Terms and Australian law, plus applicable booking and administration fees. Any disputed charges or chargebacks will be referred to NCAT, VCAT or SACAT.

2.5 Security Deposit

You are liable for all damage or loss that occurs between check-in and check-out. If you notice anything wrong when you arrive, please report it to us immediately so you're not held responsible for pre-existing issues.

A refundable security deposit of up to $5,000 may apply to certain properties (including schoolies bookings and stays of 21 days or more), or at our discretion. The deposit is held until the checkout inspection and returned within 14 days, less any deductions for extra cleaning, repairs or replacement. If the investigation requires more time, we'll notify you in writing.

You remain personally liable for any costs that exceed the deposit.

3. Your Responsibilities as a Guest

By staying at the property, you agree to:

- Follow these Terms & Conditions
- Read and follow the Holiday Rental Etiquette Guide (in the Guest Folder at the property)
- Observe the Good Neighbour Policy
- Comply with the short-term rental code of conduct applicable in your state (NSW, VIC or SA)
- Follow local council, state planning and/or strata laws
- Complete the departure checklist and leave on time

3.1 The Responsible Renter

As the person who made the booking, you are the Responsible Renter. You must be present for the full stay (or provide a guarantor for a schoolies booking). All guests must be known to you and must comply with these Terms.

3.2 Schoolies Bookings

Schoolies bookings aren't available at all properties and must be requested and approved in writing. For approved schoolies stays, a parent or guardian guarantor must provide:

- Photo ID
- A contact number for each guest
- A cash bond of up to $5,000
- A credit card with at least $1,000 available credit, held during the stay and for 14 days after departure

3.3 Keys

Please look after your keys. If you're locked out, don't attempt to break in. Call us first. If we can't supply a key, you'll need to arrange a locksmith at your own expense.

Lost or unreturned keys
Duplicate keys, call-outs, locksmith fees, entry and re-keying costs, plus a $110 minimum processing fee, will be charged to your card.

3.4 Cleaning

A standard departure clean is included in your tariff. Extra cleaning required due to the condition you leave the property in will be charged to your card.

- Medium-term stays (21 to 40 nights): one mandatory mid-stay clean and linen change is required.
- Long-term stays (41 to 90 nights): up to five mandatory cleans and linen changes are required, payable in addition to the tariff unless agreed otherwise before booking.

3.5 BBQs

Please leave BBQs clean after use. If additional cleaning is required, it will be charged to your card.

3.6 Rubbish

Please remove any excess rubbish that doesn't fit in the bins. Put bins out on bin night (or on the morning of your departure if collection falls that day). There is a notice at the property with bin days. Failure to do this will result in a charge.

3.7 Damage & Breakages

Report any damage, breakage or loss to us immediately. Also report anything that appears damaged or broken when you arrive. This protects you from being charged for pre-existing issues.

3.8 Children & Safety

You are responsible for supervising children and pets at all times. Please take extra care around pools, dams, fencing, stairs, verandahs, balconies and any chemicals on the property.

Children under 10 must not sleep on top bunks. Infants are defined as 9 months of age and under.

3.9 Issues During Your Stay

If something isn't working or you have a concern, please call us on (02) 4862 5200 straight away. We can only offer compensation for issues reported during the stay after we've been given the opportunity to fix them. Where compensation is agreed, a mutual non-disclosure arrangement applies.

3.10 Call-Outs

If the owner, a tradesperson or an HRS representative needs to attend the property because of something you or your guests have caused, including misuse of equipment or ignoring our instructions, you'll be charged the tradesperson's invoice plus a $110 call-out fee, payable at the time.

3.11 No Smoking Indoors

Smoking of any kind is not permitted indoors: this includes cigarettes, e-cigarettes, vapes, hookahs, pipes and cigars. Please smoke well away from the building so smoke doesn't drift inside.

Indoor smoking will result in a charge for steam-cleaning, laundering or replacement of soft furnishings and linen.

Many rural properties ban smoking entirely due to bushfire risk. Please check your property's listing before you arrive.

3.12 Third party services

If you'd like to use a chef, caterer, beautician, massage therapist or similar service at the property, that service provider must comply with these Terms and hold their own Public Liability Insurance. HRS, the property owner and housekeeping staff are not responsible for any issues arising from third-party services.

3.13 Guest Numbers & Capacity

Each property has a maximum occupancy based on the number of beds. This limit applies for the entire booking. No additional mattresses, tents, caravans or extra vehicles are permitted on the property.

Exceeding the maximum number of beds is a breach of Health Department regulations.

Any additional guests or day visitors must be approved by us in writing before they arrive. The property owner may decline or charge for additional guests.

Unapproved guests
Bringing more guests than approved can result in a fine of up to $1,000, listing on an exclusion register and/or a public traveller review.

3.14 Noise

Under NSW, Victorian and South Australian planning law and the short-term rental code of conduct if applicable in your state, you must ensure your guests don't disturb neighbours or other occupants at any time of day or night.

Noise that is audible outside the property is not permitted at any time. This includes loud behaviour, music, abusive language and any sounds that carry beyond the property boundary.

Unheeded noise warnings may result in our team, police or private security attending to enforce immediate eviction with no refund.

Noise complaints & call-outs
$500 per offence plus the cost of any private security attendance. Applies to staff, security or police call-outs, and any complaints received during or after your stay.

3.15 Good Neighbour Policy

- Treat the property as you would your own home.
- Leave it in the same condition you found it.
- Be respectful of neighbours, traffic and the local community.
- Avoid generating complaints from police, council, strata or neighbours.
- Observe any local parking restrictions.

3.16 Recreational Activities
The following are not permitted at any property:
- Motorbikes, dirt bikes or quad bikes
- Firearms or air rifles
- Fireworks or open fire activities beyond fixed, existing property features

Breach of this rule
A $1,000 fine applies, plus the cost of any remediation required.

3.17 Security
Please lock all doors and windows when you leave the property and at check-out. If you're unable to secure the property for any reason, contact us or the host immediately. Use the key safe if one is provided at your property.

HRS and the property owner are not responsible for any personal belongings lost or stolen during your stay.

3.18 Pets
Pets are welcome at designated pet-friendly properties only, with written approval obtained before arrival.

Situation	Charge	Notes
Pet surcharge	$100	May vary for longer stays
Unapproved pet or pet at non-pet property	Steam-cleaning + full pet charge	
Pets on furniture or beds	Steam-cleaning charge	or replacement cost

Pet rules:
- Get written approval before bringing any pet.
- Pick up and bin all faeces, including in outdoor areas.
- Bring your pet's own bedding.
- Keep pets on hard floors and off furniture and beds.
- Check the property's fencing before arrival. Not all properties are fully fenced.
- You are responsible for any damage or extra cleaning caused by your pet.
- In tick-prone areas, check and treat your pets to protect them.

A maximum of 3 pets per booking applies.

3.19 Criminal Activity
The property, including its internet connection, must not be used for any criminal activity. Doing so may result in fines or prosecution. We report suspected criminal activity to police and cooperate fully with any investigation.

3.20 Your Belongings
You are responsible for your personal belongings throughout your stay. Please lock the property and any vehicles when unattended.
If you leave items behind, contact us and provide a prepaid satchel for return postage, or collect from our office (a $25 handling fee may apply). Any unclaimed items will be donated to charity after 30 days.
HRS and the property owner are not liable for any loss or damage to personal belongings, including damage from natural events.

3.21 Internet & Pay for View
Any pay-per-purchase content accessed through the property's TV services (such as Netflix, Foxtel or in-room streaming) must be prepaid.
HRS and the property owner are not responsible for internet or Wi-Fi performance, outages or any disruptions to streaming services.

4. Claims & Charges
A $99 administration fee applies to any claim processed against your security deposit or saved card. This covers investigation and processing costs only. The cleaning, repair or replacement costs are charged at cost.
Claims may be raised for any of the following:
- Extra cleaning (including unclean BBQs)
- Excess rubbish removal
- Damage or breakages
- Pet issues (including unapproved pets)
- Indoor smoking
- HRS or tradesperson attendance
- Noise complaints or police/security call-outs
- Overstays or excess guests
- Exclusion-register reporting
- Any other guest-caused issue

Where costs can't be recovered through the card, we'll pursue the matter through NCAT, VCAT, SACAT or the relevant tribunal.
We describe all properties as accurately as possible but are not responsible for errors, omissions or changes made by owners without notifying us.

5. Other Important Terms
5.1 Property Substitution
In rare circumstances beyond our control, such as a change of ownership, major repairs, or the property leaving the market, we may offer you a comparable alternative at our discretion. We'll contact you as soon as possible. If no suitable alternative is available, a full refund will be provided as the final resolution.

5.2 Price Changes
If a property undergoes major renovations between your booking and your stay, the nightly rate may increase. In this case, you can choose to pay the difference, move to an alternative within your original budget, or receive a full refund as the final resolution.

5.3 Wildlife
Our properties are often located in country and coastal areas where wildlife is common. HRS and property owners accept no liability for encounters with or damage caused by animals such as but not limited to rodents, insects, cockroaches, kangaroos, wombats or snakes.

5.4 Property Access
HRS and our representatives may enter the property at any time, without prior notice, to protect or maintain it. We will give notice where reasonably possible.

5.5 Equipment & Services
HRS and the property owner are not liable for failures of water, electricity, gas or internet services that are beyond our control. If something isn't working, please notify us or the host as soon as possible.
Non-urgent repairs may be addressed during or after your stay at our discretion. We do not offer refunds, compensation or guarantees for equipment or service outages.

5.6 Limited Liability
To the fullest extent permitted by law, HRS, the property host and their affiliates, officers, directors, employees, agents and owners are not liable for:
- Indirect, incidental, consequential, special or exemplary damages
- Death, personal injury or emotional distress
- Damage to personal property arising from your stay

This limitation applies even in cases of negligence and even if we have been made aware of the possibility of such loss.

5.7 Events Beyond Our Control
HRS, the owner and the host accept no liability for any loss or disruption caused by events beyond our control before, during or after a booking, including travel delays, flight cancellations or extreme weather. No refund will be provided in these circumstances, and this is the final resolution.

5.8 Code of Conduct & Exclusion Registers
Any breach of these Terms or the short-term rental code of conduct administered by NSW Fair Trading, Consumer Affairs Victoria or South Australia's Consumer and Business Services may result in your name, contact details and breach summary being recorded on industry exclusion registers and/or the relevant government registers. This information is shared across the industry.
Guest feedback may also be posted to relevant booking portals. We reserve the right to refuse or cancel bookings for guests who appear on exclusion registers or have negative feedback from previous stays.

5.9 Electric Vehicle (EV) Charging
EV charging is not permitted at any property unless it has a dedicated, approved charging station. Unauthorised charging is a fire hazard and may void the property's insurance, which may make you personally liable.
Please ask us about the nearest EV charging station before your trip.