



RYDE-EASTWOOD LEAGUES CLUB

HOLIDAY UNIT HIRE – TERMS AND CONDITIONS INFORMATION BOOKLET

PHILOSOPHY

Ryde-Eastwood Leagues Club (RELC) holiday units have been purchased and maintained as a benefit for members and are provided at a discount to market rates. In return, the Club has an expectation that members will abide by the terms and conditions of use and respect the property and other guests.

BOOKING RULES AND PROCEDURES

Please take the time to read through the Unit Hire Terms & Conditions set out in this information booklet. Payment of deposit is confirmation that you have read and accept the terms and conditions associated with RELC holiday unit hire.

RESERVATIONS

Reservations and payments can be made at club reception daily 10:00am to 3pm.

Phone bookings will be accepted for members who have made bookings over the past two years. A deposit must be paid within two (2) days to confirm your booking. Payment is required to confirm a 24 hour pencil booking. Should the pencil booking not be converted into a reservation and a deposit paid within the 24 hour hold period, the unit on hold will be released back onto the market for other members to book.

Members booking club holiday units for the first time must attend the Club to make the booking and be fully acquainted with the rules. Subsequent reservations can be made via phone or email.

- Payment of deposit is confirmation that you have read and accept the terms and conditions regarding unit hire.
- All reservations are from Saturday to Saturday only.
- Single bookings are limited to four weeks per member per year (ie four weeks in one block booking).
- Bookings for ballot periods must be for one or two weeks only.
- Members must have been a financial member for more than 12 months in order to book during the opening booking week in January and also for all ballot periods. See ballot information page 3.
- For all other periods after the opening booking week in January and where vacancies are available after the ballot draw, only a three month qualifying period applies.
- The member making the booking must occupy the unit during the FULL rental period*. (*Refer page 2 for details.)

*Please note – Members found to be subletting a unit booking to another member (or non-member) will be disqualified from making further bookings and will also forfeit their bond. This includes giving keys to friends or family if you are unable to complete the duration of your booking or booking a unit on behalf of someone else.

- The member booking the unit MUST be present for the entire duration of the booking.
- Members may not book units for friends or family. Reservations must be made by the member themselves.

- Bookings are not transferrable and names cannot be changed on a reservation.

SECURITY BOND DEPOSIT

- A \$200 per week deposit is required to confirm a booking.
- A \$300 per week deposit is required for all peak periods.
- A deposit of \$100 is required for each ballot application with the balance of the deposit payable within seven (7) days of notice of success in ballot. (For unsuccessful applicants the \$100 ballot fee is refunded.)
- \$200 of your deposit will form a security bond which is refunded to you after confirmation the unit is left in good order and keys returned.
- School holiday cancellations incur a \$100 non-refundable fee per week.

Final payment for unit rentals must be paid two weeks prior to your commencement of your booking (for peak periods final payment is required no later than **eight weeks beforehand**).

A credit surcharge applies for all payments made by credit card (Visa/Mastercard 1%, Union Pay 2.2%, Amex 3.3%).

CANCELLATION POLICY – ALL BOOKINGS

- Cancellation of booking must be in writing.
- No deposit will be repaid without written cancellation.
- Cancellations within ninety (90) days of the booking date will result in the deposit being forfeited unless the unit is re-let, in which case the deposit will be refunded.
- Booking dates may not be altered within 90 days of commencement of the booking.
- Final payment for peak period bookings is required eight (8) weeks prior to your booking date. For bookings other than peak periods, final payment is required two weeks beforehand.
- Peak period and school holiday cancellations incur a \$100 non-refundable fee per week.

NB: Failure to pay the final balance within the required time may result in the booking being cancelled and re-let. Members will be advised of this situation prior to a cancellation.

***THE MEMBER BOOKING MUST OCCUPY THE UNIT BOOKED FOR THE ENTIRE RENTAL PERIOD.**

The intent of this rule is to ensure the integrity of the booking process for the benefit of all members.

The units are for member's use and to gain the discount members need to be active user of the Club (minimum \$250 spend is required).

By providing a rule that states members must occupy the unit for the whole of their stay, we are endeavouring to:

- Prevent members booking for non-members.
- Prevent members booking under their name to receive a discount for the benefit of other non-active members.

If some members are gaining an advantage they are not entitled to, ultimately it will affect the tariff for all members.

The Club policy is the units may only be booked by members for their personal use (subject of course to the qualifying conditions on page 1).

Members cannot “sublet” a booking or part-booking to other members or non-members. This includes giving keys to *friends or family* if you are unable to complete the duration of your booking or booking a unit on behalf of someone else.

This policy also precludes a couple (husband and wife/de facto/partners) booking two units for the same time period. Members who need to cut short their holiday for personal reasons should advise the Club reception they are vacating early and return keys to club reception.

Your co-operation in adhering to this policy is appreciated.

2022 BOOKINGS OPEN DATES

Bookings Open dates are the new release of club unit bookings for 2022.

Those who have held a financial membership for longer than 12 months are eligible to book on the opening day.

Members waiting prior to club opening will be issued with a number in order of their arrival. Please announce your arrival to early morning security staff via intercom to receive your number in the queue.

2022 Opening Week Dates –

Wednesday 13th January 2021 – Ocean Plaza and Markham Court.

Thursday 14th January 2021 – Shoal Bay Rd and Government Rd.

NB: A member may only book a maximum of four (4) weeks at any one venue on that day. Additional bookings may be made after other members waiting on that day have completed their applications.

BALLOT INFORMATION

Due to the popularity of Club holiday units, a ballot is held during peak times such as Christmas, Easter and school holidays.

- A member is eligible to enter the ballot if they have held a financial club membership for more than 12 months at the time of the ballot close.
- The ballot application fee is \$100 and is refundable if you are unsuccessful in the draw.
- Limit of one ballot application per member.
- The member making the ballot application must complete and sign the application form.
- Ballot applications can only be received in person at club reception by the member applying or via email to holidays@releagues.com.au from the applicants own email account.
- If successful in the ballot, the member making the application must reside in the unit for the entire duration of the rental period.
- Successful ballot applicants are required to pay the remainder of their deposit bond to secure their ballot win within seven (7) days of the draw.
- Where possible, the ballot draw will take place within five (5) business days of ballot close.
- Ballot winners will be notified of ballot draw results by email as soon as possible after the draw. Please check your junk mail folder if you do not receive an email in the week after the draw.
- Refunds will only be made to the member whose name is on the ballot application.
- Final balance payments for Christmas peak period are due no later than eight (8) weeks prior to commencement of booking.
- NB: if there is more than one application from the same residential address, then after one application has won a ballot allocation, further applications are excluded from the ballot.

BALLOT PERIOD

Christmas peak period and all school holidays – are subject to Ballot if required

Ballots closing dates –

Winter School Holidays 2021 - Friday 5 February 2021

Spring School Holidays 2021 - Friday 26 March 2021

Christmas 2021/2022 School Holidays - Monday 31 May 2021

GENERAL INFORMATION & UNIT HIRE CONDITIONS

CHECK-IN / CHECK-OUT TIMES

Check-in time After 2:00pm Saturday

Check-out time Before 9:00am Saturday

Check-in and check-out times must be adhered to. This allows sufficient time for unit to be cleaned for incoming guests.

KEY COLLECTION & RETURN INFORMATION

- **Only the member booking the unit or their spouse may collect unit keys.** Photo ID may be requested.
- The Guest Registration – Terms & Conditions Agreement must be signed by the member booking the unit or their spouse before keys will be issued. Collection of keys is confirmation you have read and accepted Unit Hire Terms & Conditions.
- Unit keys are available for collection from the Tuesday prior to commencement of your booking.
- Unit keys are to be returned no later than the Monday, after the conclusion of your booking, to be reissued to the next incoming guest on Tuesday morning.
- A fine of \$50 per day applies to late key returns. This will be deducted from your security bond.
- Members are not permitted to arrange key exchanges with other members.
- To receive your security bond refund, keys must be signed back into reception.
- Should you be continuing travel, **please submit a written request no later than two (2) weeks prior** to commencement of your booking to return keys by courier. Keys may not be mailed. All requests are reviewed by Management on a case by case basis to ensure we have an available key for the incoming guest. You will be advised if your request has been approved.
- If approved, keys must be returned by courier to ensure they arrive no later than Monday after conclusion of your booking. Courier fees are at the member's expense.
- Replacement of lost keys or remote will be deducted from the security bond.
- The Guest Registration rental agreement must be signed at Club reception before members can request use of resort key.

SECURITY FOB – COOLANGATTA

One grey security fob is provided with unit keys. The security fob is used to gain access into the building, use of elevator and car park.

After signing your Unit Hire Rental Agreement at Club reception, an additional security fob and key may be obtained by paying a \$100 cash security deposit to Ocean Plaza reception. The deposit is refundable upon return of the fob. See Resort Key information below.

SECURITY FOB – MARKHAM COURT

One blue security fob is provided with unit keys. A security fob is used to gain access to the building and car park.

After signing your Unit Hire Rental Agreement at Club reception, an additional security fob and key may be obtained from Markham Court reception. A \$100 security deposit (cash) is payable. The deposit is refundable upon return of the keys. See Resort Key information below.

USE OF RESORT KEY

Once you have signed your Unit Hire Rental Agreement and collected your key at RELC reception, an additional key and security fob is available from resort reception. Please provide photo ID to resort staff for resort key issue. The key will only be issued to the member whose name is on the booking. A \$100 cash key bond is required and is refundable on return of the resort key.

NB: The resort key does not include a car park access card.

LATE RETURN OF KEYS

Late return of unit keys causes inconvenience and upset to the incoming guest. Unit keys are to be returned no later than Monday evening after conclusion of your booking.

Late return of unit keys without prior arrangement will incur a fine of \$50 per day which will be deducted from your security bond.

KEYS LOCKED IN UNITS

Should this occur, please contact resort reception for assistance.

Shoal Bay Units – Please contact Club reception. The Maintenance Manager or a locksmith will be contacted.

Call out fees for the Maintenance Manager (if available) range from \$65 and at your own expense should a Locksmith be required to attend.

EARLY CHECK-OUT

Should you be unable to complete the full duration of your booking, please advise the Membership Services Co-ordinator upon check out of your unit and arrange immediate return of your key. Unit keys must not be passed on to friends or family. Please refer to subletting information on page 3.

SECURITY BOND REFUNDS

Security bond refunds take approximately ten (10) business days to be processed before being mailed or transferred into your bank account. This is pending a Housekeepers report to confirm your unit has been left in a tidy state with no damage to property. Please take into consideration Australia Post delivery times in your area if you are awaiting a cheque. Should your bond be retained or a late key fine issue, we will contact you to advise.

UNIT CLEANING INFORMATION

MINI CLEAN

For unit bookings of more than one (1) week, members may request the use of the resort vacuum and using their own cleaning products, service their unit themselves.

(Shoal Bay Rd guests will only have the option of loan vacuum on Saturday mornings from 9am – 11am. Vacuum may be requested from the housekeeper, please empty after use and return to housekeeper prior to 11am)

For any booking longer than two (2) weeks, it is now a requirement that a mini clean is booked mid stay to ensure the unit is maintained at a high standard and to prevent an additional cleaning charge issued to the member at the conclusion of the booking. This is a \$60 cost to the member and the mini clean can be coordinated with resort reception or for Shoal Bay properties please book with the Membership Services Coordinator.

ADDITIONAL CLEANING CHARGES

A unit clean is provided at the end of your stay for incoming guests. Members are expected to leave units in a tidy state on departure.

An additional cleaning charge will apply if the housekeeper is required to attend to items that members would reasonably be expected to undertake or the unit has not had a mini clean mid stay see Mini Clean information for further details.

Should an additional cleaning charge be applied, you will be notified and the extra charge deducted from your security bond. Please refer to the departure checklist below to ensure the unit is left neat and tidy upon your departure.

DEPARTURE CHECKLIST

- Empty dishwasher before vacating unit
- Ensure bedspreads and pillows are left tidily on beds
- All furnishings and inventory should be returned to their original position
- Empty fridge and cupboards of all food
- Floors to be swept
- All bins must be emptied and rubbish placed in wheelie bins or designated garbage refuse area

DAMAGES

The member booking the unit is responsible for any breakages, shortages or damage to club property. A unit inventory sheet is available upon request. Please check contents of your unit and advise of any discrepancy. Should club property be damaged during your stay, keys, remote or security fobs lost, your bond may be retained. If repair or replacement costs exceed the security bond amount held by us (\$200) you will be invoiced for the balance of the repairs/replacement costs.

LINEN SERVICES

The weekly rental tariff does not include linen. Quilts or blankets and pillows are provided during your stay however general linen is not. Members are required to provide their own linen or may book a Linen Package. For Queensland units contact either Ocean Plaza or Markham Court reception directly. They will advise prices and inclusions. We recommend calling a week prior to your stay so your unit is ready when you arrive.

A linen service is not available for Shoal Bay units. Please provide your own sheets, pillowcases, extra blankets if required, bath towels and tea towels.

Resort phone numbers can be found on page 19.

ITEMS NOT PROVIDED

Detergents, cleaning products, kitchen sponges, toiletries and toilet paper are not provided in club units. Please bring supplies from home or purchase upon your arrival.

NO SMOKING

No smoking within club units, on balconies, driveways or in common areas.

PETS

NO pets or animals are permitted.

VISITORS

The maximum numbers of visitors permitted to a unit at any one time is six (6) including children.

Entertaining additional guests from time to time is reasonable. Entertaining a large number of guests/family on a regular basis (daily) is unreasonable and impacts on the enjoyment of other members and guests.

A 10pm curfew applies for all visitors. Visitors must leave RELC units prior to 10pm.

All RELC units have a NO PARTY policy.

NOISE

Please consider other guests and keep noise to a minimum especially when using balconies.

PROHIBITED ITEMS

Portable barbeques, large cooking appliances, heaters, portable refrigerators, candles, additional bedding (including air mattresses and fold-out beds) are not permitted on club property.

CAR PARKING INFORMATION

29 Shoal Bay Rd – Double lock up garage is provided for two (2) cars.

Please do not park on the driveway, outside the garages or in the maintenance staff car space at any time.

Boats are not to be parked in garages.

19 Government Rd – 1 x car space per unit. Street parking is also available. Please do not park on the driveway, nature strip or lawn.

Markham Court – 1 x secure car space per unit. Additional car spaces may be requested at resort reception and depend on availability. Daily fee may apply.

Ocean Plaza – 1 x secure car space per unit.

Ocean Plaza reception will issue one (1) car park access pass upon resort check-in.

Should guests require an additional car space, please enquire at resort reception. At discretion of the resort manager. Daily fee applies.

RULES AND REGULATIONS OF SHOAL BAY UNIT HIRE

- Please ensure the unit is kept clean and tidy at all times.
- Please notify the club of any breakages or damages to the unit. Charges may be back-dated depending on the value and circumstances.
- Do not hang towels or washing over the balcony. Please use washing lines or clothes airer provided.
- Please notify the club of any maintenance concerns.
- Sleeping capacity per unit must be adhered to at all times (this is a council safety ordinance which we must comply with) – Additional guests impact on the services the units are designed for and may also impact on other members in adjoining units.

Failure to comply with this rule will mean an automatic disqualification from future bookings.

- **Maximum number of visitors at any one time is six (6) including children.**

NB: Entertaining visitors from time to time is reasonable. Entertaining a large number of guests/family on a regular basis (daily) is unreasonable and impacts on the enjoyment of other members/guests.

- Please consider other tenants regarding noise pollution, especially when using balconies.
- There is a NO party policy for all club units and a **10pm visitor curfew** (all visitors must be off the premises by 10pm).
- Check-in and check-out times must be adhered to. This allows sufficient time for unit to be cleaned for incoming guests.
- Children under 16 years old must not be left unsupervised in the units or in any common area.
- The member booking the unit is responsible for any loss or damage to club property.
- Please do not move furniture or inventory items from one unit to another.
- Strictly no pets or animals allowed.
- All door and windows must be closed each time you leave your unit.
- NO SMOKING on club property including units, balconies, common areas such as gardens, pathways, driveways and around foyer doors.
- **Please do not park in the Maintenance Staff car space, on the driveway or in front of garages.**
- Sand in the units is a major issue for you as the user, the cleaners and incoming guests. Your assistance in minimising the amount of sand coming into the unit is appreciated especially for those with children.
- Please utilise the outdoor showers and taps to remove excess sand before entering the units. Shake sand off towels and beachwear before entering the unit and again check before placing in the washing machine.
- **PROHIBITED ITEMS – Portable barbeque and grills, large cooking appliances, heaters, portable refrigerators, candles, additional bedding (including air mattresses, fold-out beds and mattresses) are not permitted on club property.**
- Please be advised that Management has access to your unit at all times for maintenance and/or emergencies.

- The member is responsible for placing wheelie bins out for collection each week.
- Check list before departing
 - Please empty dishwasher before vacating unit
 - Ensure bedspreads and pillows are left tidily on beds
 - All furnishings and inventory should be returned to their original position
 - Empty fridge and cupboards of all food
 - Floors to be swept
 - All bins must be emptied and rubbish placed in wheelie bins

MISCONDUCT TO ANY KIND, BREACHES OF UNIT HIRE TERMS & CONDITIONS OR MISUSE OF CLUB HOLIDAY UNITS MAY JEOPARDISE YOUR FUTURE USE.

SHOAL BAY NSW - 19 GOVERNMENT RD

2 x 3 bedroom units (Maximum occupancy – 6 guests)

Government Rd units are located approximately 250 metres from the beach in the heart of Shoal Bay. Both club units contain three bedrooms, bathroom, kitchen, lounge/dining area and fully equipped laundry. Air conditioning to living areas.

Unit 1 – Ground level – accommodation is provided for one queen size bed and four single beds. Maximum occupancy :**6 guests**.

Unit 2 – Upstairs – accommodation is provided for one queen size bed and 4 single beds. Maximum occupancy: **6 guests**.

NB: No linen hire is available for these units. Please refer to Linen Information on page 8. Off-street under cover parking is provided for one vehicle for each unit with an enclosed courtyard for storage of bikes, paddleboards and sporting equipment. Street parking is also available.

Please park in designated car space at rear of the property. Do not park on the driveway, nature strip or front lawn.

UNIT PHONE

Telephones are available in these units for incoming calls only and dialling 000 in emergency. Public phones are available at the Shoal Bay Shopping Centre. You are also able to dial any 1800 number. Club staff may also contact you on the unit phone regarding access for maintenance staff. See page 19 for phone numbers.

PROHIBITED ITEMS

Please be advised that portable barbeques and grills, large cooking appliances, heaters, portable refrigerators, candles, additional bedding (including air mattresses and fold-out beds) are not permitted to be brought onto the premises.

Public barbeques are situated along the foreshore.

NO SMOKING

All Shoal Bay units are smoke free. No smoking in units, courtyard, on the balcony or in common areas.

GARBAGE COLLECTION

It is the responsibility of the member booking the unit to ensure their unit wheelie bins are placed out for collection and brought in early next morning.

Garbage collection for Government Road is **Thursday nights**. Recycling is every second week. Please refer to schedule in guest information folder.

EMERGENCIES / MAINTENANCE

In case of emergencies or urgent maintenance items at 19 Government Road or 29 Shoal Bay Road units, please contact Club reception on 9807 2444

SHOAL BAY NSW - 29 SHOAL BAY RD

4 x 3 bedroom units (Maximum occupancy – 6 guests)

All units at 29 Shoal Bay Rd have views over Shoal Bay to Hawks Nest and the Tomaree headland.

Three-bedroom beachfront units with water views from living areas and bedrooms. Ensuite, kitchen, lounge-dining area and internal laundry. Ducted air conditioning and double garage.

Accommodation is provided for one queen size bed and four single beds. One garage door remote control is provided per unit.

NB: No linen hire is available for these units. **Please refer to Linen Information on page 8.**

Units 1 and 2 are one metre above ground level, with minimal stairs and have internal access from the garages and front access to Shoal Bay Road.

Units 3 and 4 are upper level via stairs with external access to garages.

UNIT PHONE

All units have telephones provided (for incoming calls only) and for dialling 000 in an emergency. You are also able to dial any 1800 number. Club staff may also contact you on the unit phone regarding access for maintenance staff. See page 19 for unit phone numbers.

CCTV

CCTV cameras are installed in the main foyer area as well as external areas front and rear. The CCTV system is on constant record and can be monitored at any time if security or maintenance issues are advised to Club management.

WI-FI

When staying at Shoal Bay Road units, members and guests have complimentary use of Wi-Fi within the units. This service is provided to check emails and use the web for personal use with the exception of streaming. Members select the SB WIFI wireless network and use the password provided in the unit for access.

This is a complimentary service and the club will make all efforts to ensure the service is in operation at all times during your stay. This is always subject to the service provider, demand on the NBN network and volume of devices connected to the service within the building.

VEHICLE ACCESS

Vehicle access is from 1 Lillian Street, at the rear of the property parallel with Shoal Bay Road.

PARKING

Please do not park on driveway or in front of garages as this inconveniences others.

No Parking in the maintenance staff car space. This is to be kept vacant for staff vehicles at all times.

Boats are not to be parked in the garages.

SPORTING EQUIPMENT

Please store all sporting equipment in the double lock-up garage provided. Items such as bicycles, paddleboards, fishing rods, kayaks and pool floats should not be left on the front lawn or in common areas.

DRYING AREA

A drying area is provided for members wishing to air dry laundry and wet beach towels. A clothes line is located at the rear of the property next to the recycling bins.

PEDESTRIAN RIGHT OF WAY

A council owned pedestrian walkway is adjacent to the units on the western side allowing access from Lillian St to the beach. Members and their guests using the club's units are entitled to use this right of way to access the foyer entry to club units which are on the side of the unit block (NB: Pedestrian access only). **Parking or use of vehicles in this area tenants, for any reason is strictly prohibited.**

Your co-operation in ensuring we abide by these rules will assist in maintaining a good relationship with our neighbours.

OUTDOOR SHOWERS

Properties either side of 29 Shoal Bay Rd have raised concerns regarding intrusions into their property. The shower at the front of 27 Shoal Bay Rd (closest to the headland) is for exclusive use of that property only. The outdoor shower & tap for Club units is located at the right hand side of the main foyer door next to the garages. There are also taps at the front of the property on the sides of unit 1 and 2 balconies.

GARBAGE COLLECTION

It is the responsibility of the member booking the unit to ensure their unit wheelie bins are placed out for collection and brought in early next morning. Failure to put the wheelie bins out impacts on the incoming guests who then have limited space for their rubbish.

Garbage collection for Shoal Bay Road is **SUNDAY NIGHT**. Recycling is every second week, refer to guest information folder for details.

PROHIBITED ITEMS

Please be advised that portable barbeques and grills, large cooking appliances, heaters, portable refrigerators, candles, additional bedding (including air mattresses and fold-out beds) are not permitted to be brought onto the premises.

Public barbeques are located along the foreshore.

VISITORS

Maximum numbers of visitors to a club unit per day is six (6) including children.

*Please note – a regular (daily) large number of guests/visitors is not acceptable. A 10pm curfew applies for all visitors. Visitors to club units must leave the property prior to 10pm.

When entertaining visitors, please be mindful of noise that may impact those in surrounding units, especially when using balconies.

GARAGE DOORS

Should you experience an issue with opening and closing of the remote operated garage door, please press the remote once, wait five seconds before pressing remote a second time.

If the issue continues, the battery in the remote may need replacement. Please contact Club for instruction.

Ocean Plaza Resort is conveniently located above The Strand Shopping Centre, easy access via elevator to specialty shops, cafes, Woolworths, Aldi, cinemas, surf clubs, Coolangatta Hotel and Timezone.

The resort facilities include tennis courts, gym, heated spa, full-size pool heated year round to 28 degrees, children's wading pool and golf driving nets.

Located on Coolangatta beach, a short walk from restaurants and within easy reach of golf, bowls, RSL and Surf Clubs. All club units enjoy ocean views.

4 x 2 BEDROOM UNITS – Floors 15, 17 & 18

Maximum Occupancy – 5 guests

Two bedroom ocean view units with ensuite, bathroom, living / dining area, kitchen and laundry. Air conditioned living areas.

Accommodation is provided for one queen size bed and two single beds. A roll away bed is also included for a fifth guest. Under no circumstances should these units be occupied by more than **five guests**.

2 x 3 BEDROOM UNITS – Floors 20 & 21

Maximum Occupancy – 7 guests

Offering spectacular ocean views, spacious three bedroom units with ensuite, bathroom, living/dining room, self-contained kitchen and laundry. Air conditioned living areas.

Accommodation is provided for one queen size bed and four single beds. A roll away bed is also included for a seventh guest. Under no circumstances should the units be occupied by more than 7 guests.

ARRIVAL & CHECK IN

Upon your arrival at Ocean Plaza, please check into resort reception and complete the guest registration form before proceeding to your unit.

Should anyone in your booking have mobility issues, please discuss evacuation procedures with the resort receptionist.

A phone is connected to your unit for the duration of your stay. All charges to be paid at Reception prior to leaving. **Please note that charges are much higher than normal telephone rates.*

As there is secure (paid parking) at this complex for retail shoppers, members may request a security/boom gate access card when they check into Ocean Plaza Reception. Please see page 9 for additional car park information.

Guests arriving after 6pm – please follow the instructions at the front door for night service (Nitel Services). Nitel will provide and access code for the night box to retrieve the access card.

Additional key – please see key information on page 4.

OCEAN PLAZA PARKING

Please see page 7 for car park information.

OCEAN PLAZA CARPARK OPERATION

1. On entry to car park, swipe **White Card** at the Boom Gate then **Swipe again** in B2 on the Right Hand Side by the sliding Gate to the Ocean Plaza secure area.

2. On Exit from the Ocean Plaza secure area Swipe the **White Card** on the Right Hand side before the Sliding Gate. **Swipe again** at the exit Boom Gate.

3. **DO NOT ENTER or EXIT THROUGH SLIDING GATE WITHOUT SWIPING WHITE CARD OR CHARGES MAY APPLY.**

NOTE: If either Boom Gate is open you still need to swipe.

CAR PARK ACCESS CARD

Your security/boom gate access card should be returned to reception on the day of departure. (If leaving early, please place this card (card only) in key return box at the reception desk).

NB: As we have only been allocated one access card per unit – it is important that this card is returned before departure (Please note there is an \$80 charge for a lost card).

KEYS

Once you have signed your Unit Hire Rental Agreement and collected your key from RELC reception, an additional set of keys is available from Ocean Plaza reception. Please see page 5 for information regarding Resort Key issue.

WI-FI

Complimentary Wi-Fi access is available in all units.

FOXTEL

Foxtel is provided in club units. Please contact resort reception should you have any concerns.

LINEN

See linen information on page 7 for further details.

SPORTING EQUIPMENT

Please enquire at resort reception regarding storage of bicycles, surfboards, paddleboards & kayaks. These items are not to be taken into the resort lifts or stored in the club units.

SUPERMARKET TROLLEYS

Please be advised supermarket trolleys are not permitted into the resort, in lifts or club units.

PROHIBITED ITEMS

Please be advised that portable barbeques, cooking appliances, electric heaters, portable refrigerators, candles, additional bedding (including air mattresses and fold-out beds) are not permitted to be brought on to the premises.

HOUSEKEEPING AND VACUUMS

Please see page 6 for mini clean information.

For guests who wish to vacuum their unit, please contact resort reception and request the loan of a vacuum. Members are expected to empty the vacuum after use & return to reception.

SCHOOL LEAVERS – VISITORS – CURFEW – PARTIES

Please refer to the Ocean Plaza resort policies which are in addition to the RELC unit hire Terms & Conditions.

*SHOULD YOU HAVE ANY CONCERNS WITH YOUR ACCOMMODATION DURING YOUR STAY PLEASE CONTACT OCEAN PLAZA RECEPTION.

CONDITIONS OF STAY – QUEENSLAND RESORTS

• PLEASE CHECK INTO RESORT RECEPTION UPON YOUR ARRIVAL

- Ensure the unit is kept clean and tidy at all times.
- All guests are responsible for any fees, charges or other expenses incurred in relation to the accommodation including telephone charges and linen if required: AND
- The member booking is responsible for any loss or damage arising from breakages or other damage to the unit during your stay, including additional cleaning, repairs or replacement of items in the unit
- Any damage to the unit or common property is considered a “Room Charge”
- A \$100 charge applies for lost keys
- All people visiting/staying in the unit must register with Resort Reception (State Fire Law)
- Guests and their invitees use the resort facilities and equipment at their own risk
- The Body Corporate and Management reserves the right that they are not responsible for any injuries sustained by any person who are not registered at Reception
- Please be advised that the Resort is not responsible for personal items left in your room
- Guests use the security car park at their own risk
- Shopping trolleys are not to be brought into the resort, lifts or units
- Please dry off thoroughly before entering common areas or elevators
- No towels or clothing are to be hung from the balconies or windows of the unit
- Please close doors and windows when you are away from your room to prevent wind damage to curtains and furnishings and to prevent theft
- Please respect the Club's property and do not move furniture around the apartment
- Management have access to your unit at all times for maintenance and/or emergencies
- Do not remove any items from unit to unit
- All glass is to be bagged correctly before dispensing to refuse room
- Please consider other guests and keep noise to a minimum especially when using balconies.
- No unauthorised access to common areas after hours
- Animals or pets are not permitted
- Bikes, surfboards and paddleboards are not to be taken into lifts or club units. Please enquire at reception about secure storage of sporting goods.
- No keg beer or bottled gas is permitted in the apartments
- No open cans/bottles in foyers or games areas
- Units, balconies and common areas are smoke free

- No parties permitted without Management consent
- Do not throw any items from the balconies or windows of the apartment
- A maximum of five people for a two bedroom apartment
- A maximum of seven people for a three bedroom apartment
- No reserved spaces in car park
- SCHOOLIES/PARTIES – we actively enforce a No Party / No Schoolies / No Excessive Noise policy.
NO PARTIES OF ANY KIND ARE TOLERATED AT OCEAN PLAZA.
- **VISITORS:** The maximum numbers of visitors permitted (incl. children) is six. Please note, a regular (daily) large number of guests / visitors is not acceptable. A 10pm curfew applies for all visitors
- Check list before departing
 - Please empty dishwasher before vacating unit
 - Ensure bedspreads and pillows are left tidily on beds
 - All furnishings and inventory should be returned to their original position
 - Empty fridge and cupboards of all food
 - Floors to be swept
 - All bins must be emptied and rubbish placed in refuse area

MARKHAM COURT RESORT BROADBEACH – 07 5592 3111

36 Australia Ave Broadbeach QLD

2 x 2 bedroom units – ground level Maximum Occupancy – 4 guests

Fully renovated, two-bedroom apartments within Markham Court Resort. Resort facilities including swimming pool, spa, BBQ area and security parking. A short walk to beach, surf club, cafes, restaurants, The Star, Oasis Shopping Centre and light rail.

Accommodation is provided for one queen-size bed and two single beds. Under no circumstances should a unit be occupied by more than four (4) guests.

RESORT CHECK-IN

Upon arrival at Markham Court, please check-in at resort reception before proceeding to your unit. If reception is closed, please use intercom at reception desk to announce your arrival.

Markham Court reception hours: Mon-Fri 8:30am – 4:30pm. Sat/Sun 9am – 12noon.

For late arrivals after reception has closed – please refer to directions located next to the key safe on the left hand side of wall, outside reception.

ADDITIONAL KEY

After you have signed the RECL Unit Hire Agreement and collected your keys from club reception, an additional key may be obtained from Markham Court reception. Photo ID will be requested. The resort key will only be issued to the member whose name is on the booking. A \$100 refundable key security deposit (cash) is payable.

PROHIBITED ITEMS

Portable barbeques, large cooking appliances, heaters, portable refrigerators, candles, additional bedding (including air mattresses and fold-out beds) are not permitted to be brought onto the premises.

Use of the resort barbeques may be organised through resort reception.

BUGS

Flying insects and bugs may be problematic on the Gold Coast from time to time especially in the evenings. Please ensure you keep flyscreen doors closed to prevent mozzies or midges entering the unit.

NO SMOKING

No smoking within club units or common areas. Smoking is permitted on balconies only at Markham Court and we ask you to close balcony doors to prevent cigarette smoke entering the units.

MARKHAM COURT – UNIT 4

Unit 4 – is access from stairwell 3.

Tap the blue security fob in front of the silver intercom to open door. Access to the car park is by the security fob. Swipe the fob in front of the red light.

If arriving by car, unload on the driveway then proceed to the car park, or proceed directly to car park. Park in space 4 and use stairwell 3.

MARKHAM COURT – UNIT 5

Unit 5 – is accessed from stairwell 2.

Tap the blue security fob in front of the silver intercom to open door. Access to the car park is by the security fob. Swipe the fob in front of the red light.

If arriving by car, unload on the driveway then proceed to the car park or proceed directly to car park. Park in space 5 and use stairwell 2.

The car park entrance is in Jubilee St with a driveway under the building. Swipe the security fob on the box on the wall.

IMPORTANT NOTICE

Markham Court smoke detectors in the stairwells are very sensitive. If you happen to burn the toast or other food and create smoke please **DO NOT OPEN** the entry door to your unit. Please open the balcony doors or windows instead. A false alarm activation of the smoke detectors may incur a fire brigade charge to you of \$950.

During your stay please report any maintenance issues or accommodation concerns directly to resort reception.

GUEST REGISTRATION FORM AND EMERGENCIES

(APPLICABLE TO OCEAN PLAZA & MARKHAM COURT)

As a condition of Queensland State Fire Laws, all guests are required to check in at resort reception upon arrival so your details are added to the evacuation report should an emergency arise.

'The Body Corporate & Management reserves the right that they are not responsible for any injuries sustained by any persons not registered at reception.'

These rules are applicable to all Club members when occupying the Club's units at any location. Please do not place yourself in jeopardy of breaking the law and/or jeopardising your membership.

CONTACT INFORMATION

ADDRESS AND TELEPHONE NUMBERS –

OCEAN PLAZA COOLANGATTA

Corner Marine Parade and Warner Street, Coolangatta

- Telephone 07 55 369 999
- Website www.oceanplaza.com.au

Guests must register at resort reception & collect car park access pass upon arrival.

MARKHAM COURT

36 Australia Avenue, Broadbeach

- Telephone 07 55 923 111
- Website www.markhamcourt.com.au

Guests must register at resort reception upon arrival.

SHOAL BAY

19 Government Road, Shoal Bay – Non-managed units – telephones for incoming calls only.

- Unit 1 0403 499 261
- Unit 2 0403 499 642

29 Shoal Bay Road, Shoal Bay – non-managed units – telephones for incoming calls only.

- Unit 1 4981 5798
- Unit 2 4981 5473
- Unit 3 4981 5738
- Unit 4 4981 5794

RYDE-EASTWOOD LEAGUES CLUB

02 9807 2444

For urgent maintenance concerns or in an emergency please ask for the Membership Services Coordinator or Duty Manager.

HOLIDAY UNITS RENTAL RATES

Ryde-Eastwood Leagues Club has 14 holiday units located on the Gold Coast at Broadbeach, Coolangatta, and also Shoal Bay NSW. To maintain the units at a high standard requires a commitment to ongoing expenditure on maintenance and refurbishment. Rental tariffs are set at a rate appreciably lower than market rates but at a level that will be high enough to ensure the rental income supports the upkeep of the units.

Members have the opportunity to discount their rental by use of Club Bonus Points. The use of bonus points for discounts also allows us to recognise and reward members who use other Club facilities.

CLUB BONUS POINTS

RELC Members are eligible for a discounted tariff on their accommodation when they have accumulated the below Club Bonus points.

Conditions: Discounts are only available in a minimum of 250 point increments.

- A Member will only need to spend an average of \$21 a month to earn 250 points a year.
- Where the active member discount is less than \$200, the 250 point discount reward voucher is applicable for one or two week bookings.
- Where the active member discount is \$200-\$300, a 250 point discount reward voucher is only valid for one week's rental, for two weeks a 350 point discount reward voucher is required.
- Where the active member discount is \$301 or above, a 250 point discount reward voucher is valid for one week only. A 450 point discount reward voucher is required for a two week booking.
- Bookings for three or four weeks, please refer to chart below.
- Members will need to redeem their reward voucher from the reward centre or obtain a gym voucher and present it to the unit booking officer with their final payment. Voucher must be the original and photocopies will not be accepted.
- **Reward points are zeroed on 30 June each year. If you have a unit booked from 1 July to 31 January the following year, redeem your points before 30 June and hold your voucher. We will honour this voucher for a holiday letting commenced before 31 January of the next year (ie *your voucher will be valid for 7 months from 30 June*).**
- Reward point vouchers will be accepted from the spouse/partner of a member making a booking but not from other family members (spouse/partners may also pool their reward points to obtain the discount. If you need to pool points to be able to print a voucher please advise the booking officer who will arrange this for you.
- Reward points are available for all food and beverage purchases* at RELC (*excluding functions) as well as gaming machine play – don't forget to use your card.
- For Fitness Edge membership, evidence of current Fitness Edge membership will qualify towards the discount (each \$1.00 spent on Fitness Edge Membership = 1 reward point). Please ask the Fitness Edge Reception for an accommodation voucher. This voucher is valid for 7 months from the payment date.
- Reward points are available for Swim School fees.
- One point is earned for every dollar spent on food and beverage purchases within the Club.

If you have any questions please contact the Membership Services Co-ordinator – Carolyn on 9807 2444.

CLUB BONUS POINTS – DISCOUNT CALCULATOR

Discount value per week	Booking Duration	Total Points Required
Under \$200	1-2 weeks	250 points
	3-4 weeks	500 points
\$200 - \$300	1 week	250 points
	2 weeks	350 points
	3 weeks	600 points
	4 weeks	700 points
Over \$301	1 week	250 points
	2 weeks	450 points
	3 weeks	700 points
	4 weeks	900 points

2021 RELC HOLIDAY UNIT TARIFFS

Unit pricing – NB: New Rates Effective from 19/12/20

		TARIFF	RATE WITH POINTS DISCOUNT**	LOYALTY DISCOUNT VALUE
OCEAN PLAZA RESORT COOLANGATTA			<i>(**Refer to Bonus Points in booklet)</i>	
Peak 2 BR	19 December 2020 -23 January 2021	\$1,800	\$1,600	\$200
Peak 3 BR	19 December 2020 -23 January 2021	\$2,200	\$1,930	\$270
LWJ 2BR	23 January 2021 - 30 January 2021	\$1,240	\$1,090	\$150
LWJ 3BR	23 January 2021 - 30 January 2021	\$1,550	\$1,400	\$150
Off Peak 2BR	From 30 January 2021	\$1,020	\$880	\$140
Off Peak 3BR	From 30 January 2021	\$1,320	\$1,170	\$150
Autumn School Hols 2BR	3 April 2021 - 17 April 2021	\$1,300	\$1,150	\$150
Autumn School Hols 3BR	3 April 2021 - 17 April 2021	\$1,550	\$1,400	\$150
MARKHAM COURT BROADBEACH				
Peak	19 December 2020 - 23 January 2021	\$1,400	\$1,270	\$130
LWJ	23 January 2021 - 30 January 2021	\$1,020	\$870	\$150
Off Peak #1	30 January 2021 - 3 April 2021	\$840	\$750	\$90
Autumn School Holidays	3 April 2021 - 17 April 2021	\$1,020	\$870	\$150
Off Peak #2	17 April 2021 - 18 December 2021	\$840	\$750	\$90

19 GOVERNMENT RD SHOAL BAY					
Peak	19 December 2020 - 23 January 2021		\$1,450	\$1,260	\$190
LWJ	23 January 2021 - 30 January 2021		\$950	\$830	\$120
Mid Peak #1	30 January 2021 - 3 April 2021		\$700	\$590	\$110
Autumn School Holidays	3 April 2021 - 17 April 2021		\$950	\$810	\$140
Off Peak	17 April 2021 - 18 September 2021		\$700	\$600	\$100
Spring School Holidays	18 September - 2 October 2021		\$950	\$830	\$120
Mid Peak #2	2 October 2021 - 18 December 2021		\$700	\$600	\$100

29 SHOAL BAY RD SHOAL BAY					
Peak	19 December 2020 - 23 January 2021		\$2,500	\$2,120	\$380
LWJ	23 January 2021 - 30 January 2021		\$1,520	\$1,320	\$200
Mid Peak #1	30 January 2021 - 3 April 2021		\$1,400	\$1,200	\$200
Autumn School Holidays	3 April 2021 - 17 April 2021		\$1,520	\$1,320	\$200
Off Peak	17 April 2021 - 18 September 2021		\$980	\$850	\$130
Spring School Holidays	18 September 2021 - 2 October 2021		\$1,400	\$1,200	\$200
Mid Peak #2	2 October 2021 - 11 December 2021		\$1,400	\$1,170	\$230
Shoulder*	11 December 2021 - 18 December 2021		\$1,520	\$1,320	\$200

Peak period for Ocean Plaza and Markham Court is the Christmas holiday period.

July & September school holidays at Ocean Plaza & Markham Court Resorts are off peak rates.

All school holiday periods are subject to a ballot draw

All booking rates subject to review from 1st January each year. *These rates will be confirmed 01/07/21.