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, 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 a security bond deposit is confirmation that you have read and accept the terms and conditions associated with RELC holiday unit hire.

RESERVATIONS

- Club units are booked in blocks of seven nights, from Saturday to Saturday only.
- Reservations and payments can be made at club reception daily or online through Ryde-Eastwood Leagues Club website.
- Phone and email reservations will be accepted for members who have made past bookings.
- One unit may be put on hold for 24 hours. A security bond deposit must be paid within 24 hours to confirm your booking, or the unit on hold will released.
- **Members booking club holiday units for the first time must attend the Club to make their initial booking and complete an induction to be fully acquainted with the rules.**
- Single bookings are limited to four weeks per member per year (ie four weeks in one block booking).
- Bookings during ballot periods must be for one or two weeks only.
- Members must have been a financial member for more than 12 months to book during the Bookings Open week in January and for all ballot periods.
- For all other periods after the Bookings Open week in January and where vacancies are available after the ballot draw, a three-month qualifying period applies.

- The member booking the unit MUST be present for the entire duration of the booking.
- Bookings are not transferrable; names cannot be changed on a reservation and must be made by the member themselves, not for family or friends.

SECURITY BOND DEPOSIT

- A $200 per week security bond is required to confirm a booking.
- A $300 per week security bond is required for peak period.
- A ballot fee of $100 is required for each ballot application with the balance of the security bond payable within seven (7) days of notice of success in ballot. (For unsuccessful applicants the $100 ballot fee is refunded.)
- $200 security bond is refunded to you after confirmation the unit is left in good order and keys returned on time.
- School holiday cancellations incur a $100 non-refundable fee per week.
- All cancellations must be in writing.

Final payment for unit rentals must be paid two weeks prior to your commencement of your booking (for peak periods final payment is required **eight weeks beforehand**).

A credit surcharge applies for all payments made by credit card (Visa/Mastercard 1%, Amex 2%

CANCELLATION POLICY – ALL BOOKINGS

- **No deposit will be repaid without written cancellation.**
- **Cancellations within ninety (90) days of the booking date will result in the security bond being forfeited unless the unit is re-let, in which case the bond 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 no later than eight (8) weeks prior to your booking date. For bookings other than peak periods, final payment is required two weeks beforehand.**
- **Peak period & school holiday cancellations incur a $100 non-refundable fee per week.**

NB: Failure to pay a 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.

***MEMBERS 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

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.

The Club policy is the holiday units may only be booked by members for their personal use.

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.

****Please note** – Members found to “sublet” will be disqualified from making further bookings and will also forfeit their bond

This policy also precludes a couple (husband and wife/de facto/partners) booking two units for the same time.

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.

2025 BOOKINGS OPEN DATES

Bookings Open dates are the new release of club unit bookings for 2025.

Those who have held a financial membership for longer than 12 months are eligible to book on 2025 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 on the ramp to receive your number in the queue.

2025 Opening Week Dates –

Wednesday th January 2024 (10am) – Queensland Resorts

Thursday th January 2024 (10am) – Shoal Bay

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, 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 their own application form.
- Ballot applications to be received at club reception by the member applying or via email to holidays@releagues.com.au from the applicant’s 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 security bond to secure their ballot win within seven (7) days of the draw.
- Ballot winners will be notified of ballot results by email as soon as possible after the draw.
- Refunds will only be made to the member whose name is on the ballot application. Please provide your bank details on your ballot form.
- 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 –

Autumn School holidays 2024	- Friday October 2023
Winter School Holidays 2024	- Friday February 2024
Spring School Holidays 2024	- Friday March 2024
Christmas Holidays 2024 / 25	- Friday May 2024

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. Please do not enter the unit prior to 2pm or if cleaning staff are present.

Late check-out is not available. Late check-out fine for departures after 9am is a minimum of $200 deducted from your bond.

KEY COLLECTION & RETURN INFORMATION

- Holiday unit keys are issued from RELC reception when your rental agreement is signed.
- **Only the member booking the unit, or their spouse may collect unit keys.** Photo ID may be requested to confirm identity.
- The Unit Hire Terms & Conditions Rental Agreement must be signed at club reception by the member booking the unit or their spouse before keys are issued.

- Unit keys are available for collection from the Tuesday prior to commencement of your booking.
- Unit keys are to be returned to club reception no later than 9pm Monday evening, after the conclusion of your booking.
- A late key return fine of $50 per day applies to keys returned after Monday evening.
- To receive your security bond refund, your refund paperwork must be signed, and keys returned to club reception on time.
- Should you be continuing travel, please submit a written request no later than two (2) weeks prior to commencement of your booking should you require use of the resort key. All requests are reviewed by Management on a case-by-case basis.
- **Please note – Mailing of keys is not permitted**. It is the member's responsibility to ensure unit keys are returned to club reception on time for re issue to the incoming guest. Guests may arrange for another member to return their unit keys to club reception on their behalf.
- **Early key collection is not available.**
- Replacement of lost keys or remote will be deducted from the security bond. Additional replacement charges & locksmith fees will apply to 19 Government Rd and 29 Shoal Bay Rd.
- The Unit Hire Rental Agreement must be signed at Club reception before members can request use of Queensland resort keys.

OCEAN PLAZA RESORT KEYS & CAR PARK PASS

One security fob is provided with your club issued keys. The fob is used to gain access into the building and use of elevator. One carpark pass may be obtained from resort reception.

An additional set of keys with a car park access pass may be obtained from resort reception by paying a $100 refundable credit card security bond. Should you be continuing travel please see Key Collection & Return information.

- Unit keys will only be issued at resort reception to the member whose name is on the booking. Photo ID will be requested to confirm identity.

MARKHAM COURT RESORT KEYS & SECURITY FOB

One security fob is provided with club issued keys. The fob is used to gain access to the building and car park.

An additional security fob and key may be obtained from Markham Court reception. A $100 refundable credit card security bond is payable. Should you be continuing travel please see Key Collection & Return information.

Unit keys will only be issued at the resort to the member whose name is on the booking. Photo ID will be requested to confirm identity.

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 will incur a fine of $50 per day which will be deducted from your security bond.

KEYS LOCKED IN UNITS

Ocean Plaza - Please contact resort reception.

Shoal Bay Units – Please contact Club reception. The Maintenance Manager or a locksmith will be contacted. Call out fees for the Shoal Bay maintenance staff (if available) range from a minimum of $70ph and at your own expense should a Locksmith be required. Higher rates apply on weekends and public holidays.

Markham Court Units – Please contact resort reception. Call out fees for Markham Court maintenance staff (if available) range from a minimum of $80ph and at your own expense should a Locksmith be required to attend. Higher rates apply on weekends and public holidays.

EARLY CHECK-OUT

Should you be unable to complete the full duration of your booking, please advise the Customer 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 to complete the booking in your absence.

SECURITY BOND REFUNDS

Security bond refunds take approximately three weeks to be processed before transfer to your bank account, extended processing times apply during peak periods. The refund is pending a Housekeepers report to confirm the unit has been left in a tidy state and with no damage to property. Please ensure you have provided your bank details for refund. Should your bond be retained for additional cleaning charges, we will contact you to advise.

UNIT CLEANING INFORMATION

MID STAY MINI CLEAN

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

(Shoal Bay Rd guests may request use of a loan vacuum from the Housekeeper on Saturday mornings from 9am – 11am)

For any booking longer than two (2) weeks, it is a requirement that a mid-stay mini clean is booked at a cost of $90, paid when making final balance payment. This is to prevent additional cleaning charges issued to the member at the conclusion of the booking.

ADDITIONAL CLEANING CHARGES

A unit clean is provided at the end of your stay for incoming guests. Members are expected to leave the unit 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. A charge will also apply for spills, stains or damage to carpet, mattresses, bed linen, blinds, upholstery, and furniture.

Should additional cleaning charges be applied, you will be notified, extra charges are deducted from your security bond. Should charges exceed your security bond, you will be invoiced the balance of charges.

DEPARTURE CHECKLIST

- Empty dishwasher before vacating unit.

- Ensure bedding and pillows are left on beds.
- All furnishings & inventory should be returned to their original position.
- Empty fridge and cupboards of food & scraps
- Floors to be swept.
- All rubbish & litter to be removed, bins must be emptied, and rubbish placed in wheelie bins or designated garbage refuse area.

DAMAGE

The member booking the unit is responsible for any breakages, shortages, soiling or damage to club property. Unit inventory is checked by the Housekeeper upon your departure. Please advise the club immediately should anything be spilt on carpeted areas, upholstery or mattresses or should you have any concerns upon check in. Should club property be damaged during your stay, your bond will be retained. If repair or replacement costs exceed the security bond you will be invoiced for the balance of the repairs/ replacement / clean-up costs.

LINEN INFORMATION

The weekly rental tariff does not include linen. Quilts, cotton blankets, mattress protectors, pillow protectors and pillows are provided during your stay however general linen is not. Members are required to provide their own linen (sheets, pillowcases, towels, tea towels) or may book a Linen Package for resort stays. For Queensland Resort units contact either Ocean Plaza or Markham Court reception directly. They will advise prices and inclusions. We recommend calling a minimum of two weeks prior to your stay so your unit is ready when you arrive.
Linen may not be requested upon arrival.

A linen service is **now available** for Shoal Bay units.

Please provide your own sheets, pillowcases, bath towels, bathmat, and tea towels.

All units have a queen bed in the master bedroom and single beds in additional bedrooms.

ITEMS NOT PROVIDED

Members are required to provide their own household cleaning products. Detergents, kitchen sponges, toiletries, tissues, 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. Additional cleaning charges may apply.

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 guests from time to time is reasonable. Entertaining many guests/families or 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 front 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.

Should guests require an additional car space, please enquire at resort reception. Allocation is at discretion of the resort manager and dependent on availability. Daily fee applies. Refundable bond applies for car park passes.

Please contact resort reception for car park height clearance.

RULES AND REGULATIONS OF SHOAL BAY UNIT HIRE

- **Check in time is 2pm**. Please do not enter the unit until cleaning staff have serviced the unit and departed. Members are not permitted to enter a unit to unload belongings prior to 2pm.
- Please ensure the unit is always kept clean and tidy.
- Notify the club of any breakages or damages to the unit. Charges may be backdated depending on the value and circumstances.
- Do not hang towels or washing over the balcony. Please use washing lines in drying yard or clothes airer provided.
- Please notify the club of any maintenance concerns.
- Sleeping capacity per unit must be always adhered to (this is a council safety ordinance which we must comply with) –
  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.***

- 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**
- Check-in and check-out times must be adhered to. This ensures sufficient time for units to be cleaned for incoming guests. Late checkout is not available. Fines apply.
- 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.
- **All club units are NO SMOKING. This includes units, balconies, common areas such as gardens, pathways, driveways and around foyer doors.**
- 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 in the unit is appreciated.
- 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 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.**
  Public barbeques are located along the foreshore.
- Please be advised that Management always has access to your unit for maintenance and/or emergencies.
- The member booking the unit is responsible for placing unit wheelie bins out for weekly collection & bringing them in next morning.
- Check list before departing -
    - Please empty dishwasher before vacating unit.
    - Ensure bedspreads and pillows are left tidily on beds.
    - All furnishings & inventory should be returned to their original position.
    - Empty fridge and cupboards of food & scraps
    - Floors to be swept.
    - All rubbish and litter to be removed from unit, 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- 29 SHOAL BAY RD

Government Rd 2 x 3-bedroom units

Government Rd units are located approximately 250 metres from the beach in the heart of Shoal Bay. Affordable three-bedroom units with bathroom, kitchen, lounge/dining area and fully equipped laundry. Air conditioning to living areas. Ceiling fans to bedrooms.

Unit 1 – Ground level – accommodation is provided for one queen size bed and four single beds. Maximum occupancy :**6 guests incl children**. This unit has one small front step.

Unit 2 – Upstairs – accommodation is provided for one queen size bed and four single beds. Maximum occupancy: **6 guests incl children**. This unit is accessed by exterior stairs.

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

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.

Units 1 and 2 are approx. 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.

PARKING

Government Rd - Off-street, under cover parking is provided for one vehicle for each unit with an enclosed courtyard for storage of bikes, paddle boards and sporting equipment. Street parking is also available.

Shoal Bay Rd - Please do not park on driveway or in front of garages as it inconveniences others.No parking in the maintenance staff car space. This is to be always kept vacant for staff & tradesmen.

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

Boats are not to be parked in the garages or on the driveway.

Please find street parking should you have trailers, caravans, or camper vans

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

LINEN

Linen Hire is available for Shoal Bay properties, 2 notice to be given. Tea towels not included

UNIT PHONE

Telephones are available in these units for incoming calls only and dialling 000 in emergency. Club staff may also contact you on the unit phone regarding access for maintenance staff.

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, on the balcony, in courtyards or in common areas. Additional cleaning charges apply.

WIFI

When staying at the units, members and guests have complimentary use of Wi-Fi within the units. Members select the GovRd WIFI or SBWIFI wireless network and use the password provided in the unit for access.

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.

TV

A Smart TV is provided in each unit.

BIRDS

Please do not feed or encourage birds flying onto balconies.

DVD PLAYER

A DVD player is provided in each Government Rd unit.

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.

EMERGENCIES / MAINTENANCE

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

SHOAL BAY NSW

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 clothesline 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). **Use of vehicles in this area, for any reason is strictly prohibited.** Your co-operation in ensuring we abide by these rules ensure a good relationship with our neighbours.

OUTDOOR SHOWERS

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.There are also taps at the front of the property on the sides of unit 1 and 2 balconies.

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. Visitors to club units must leave the property prior to 10pm.

GARAGE DOORS

Should you experience and 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, a safety switch may have tripped or the battery in the remote may need replacement. Please contact Club.

OCEAN PLAZA RESORT– COOLANGATTA 07 5536 9999

80 Marine Parade Coolangatta QLD 4225

Ocean Plaza Resort is conveniently located above The Strand Shopping Centre with easy access via elevator to specialty shops, cafes, library, Woolworths, Coolangatta Hotel and Time zone.

The resort facilities include tennis courts, gym, heated pool and spa, children's wading pool and golf driving nets.

Located on Coolangatta beach, a short walk from the clubs, 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 incl children)

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 incl children)

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 **seven guests**.

ARRIVAL & CHECK IN

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

It is a resort requirement that the member booking the unit provides their credit card details upon check- in. Credit card must belong to the member booking the unit and must be a valid card.

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

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.*

* Guests arriving after hours – please use the Late Check in System on the right side of the main entrance glass doors. Once the Nitel afterhours service has opened the door, go inside, pick up the handset which will automatically dial the afterhours team. They will provide further instructions.

Please ensure you check in at resort reception next morning.

RESORT RECEPTION

Monday to Saturday: 8am to 5pm

Sunday: 8am to 4pm

Public Holidays: 8am – 3pm

Reception hours are subject to change without notice.

OCEAN PLAZA PARKING

Should members require a car park access pass, please see resort reception. A refundable $100 credit card security bond is required for issue of the car park pass / additional unit keys.

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 Gare. **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 car park access card should be returned to reception on the day of departure. (If departing 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 a $100 charge for a lost card or card not returned upon resort departure).

WI-FI

Complimentary Wi-Fi access is available in all units. Please see resort reception for log in details.

FOXTEL

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

OCEAN PLAZA – LINEN

Linen is not included in your booking. Members may provide their own linen or purchase a linen package from resort reception. We recommend booking your linen package no later than two weeks prior to commencement of your booking. **Please contact resort reception 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 club units.

PROHIBITED ITEMS

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

Vacuum cleaners are not provided in club units. For guests wishing to vacuum their unit, please contact resort reception to request a loan of the housekeeper's vacuum. Members are expected to empty the vacuum & return to reception immediately after use.

SCHOOL LEAVERS – VISITORS – CURFEW – PARTIES

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

MAINTENANCE CONCERNS

Should you have any unit maintenance concerns during your stay please notify Resort Reception.

CONDITIONS OF STAY – QUEENSLAND RESORTS

- **PLEASE CHECK INTO RESORT RECEPTION UPON YOUR ARRIVAL**
- All guests are responsible for any fees, charges or other expenses incurred in relation to the accommodation, 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 minimum $100 charge will apply for lost keys.
- A refundable $100 credit card bond is required for use of the resort key & or car park pass.
- Members & their guests visiting/staying in the unit must register with Reception (State Fire Law)
- 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.
- 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.
- Respect the Club’s property and do not move furniture around the apartment.
- Please be advised that Management always has access to your unit for maintenance and/or emergencies.
- Please bag all glass correctly before dispensing to refuse room.
- No unauthorised access to common areas after hours.

- No animals or pets allowed.
- Secure storage is available for surfboards and paddleboards. Please enquire at reception
- No open cans/bottles in foyers or games areas
- Ocean Plaza is a non-smoking building. **NO SMOKING** in the units, on balconies or in common areas. Additional cleaning charges apply.
- No illegal drugs
- No parties permitted without Management consent.
- No reserved spaces in car park
- SCHOOLIES / PARTIES – Schoolies bookings are not accepted.

  We actively enforce a No Party / No Schoolies / No Excessive Noise policy.
  NO PARTIES OF ANY KIND ARE PERMITTED

VISITORS

The maximum numbers of visitors permitted to club units (incl. children) is six. Please note, a regular (daily) number of guests / visitors exceeding six is not acceptable. A 10pm curfew applies for all visitors to club units. All visitors to club units must leave the premises no later than 10pm.

MARKHAM COURT RESORT BROADBEACH – 07 5592 3111

36 Australia Ave Broadbeach QLD 4218

2 x 2-bedroom units – ground level
Maximum Occupancy – (4 guests incl children)

Fully renovated, two-bedroom apartments within Markham Court Resort. Resort facilities including heated swimming pool and spa, BBQ area and secure parking. Air conditioning to living areas, ceiling fans in bedrooms. A short walk to beach, surf club, cafes, restaurants, The Star Gold Coast, 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. This includes children.

ARRIVAL & 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 to resort management.

RESORT RECEPTION

Resort reception hours:

Monday – Friday: 8:30am – 4:00pm

Saturday & Sunday: 9am – Midday

MARKHAM COURT – LINEN

Linen is not included in your booking. Members may provide their own linen or purchase a linen package from resort reception. We recommend booking your linen package no later than two weeks prior to commencement of your booking. **Please contact resort reception for further details**.

ADDITIONAL KEY

You may obtain an additional key from Markham Court reception. Photo ID will be required to confirm identity the resort key will only issue a key to the member whose name is on the booking. A $100 credit card, refundable key security deposit 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. Please contact resort reception should you have any concerns.

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.

WIFI

Please see resort reception for further information.

MARKHAM COURT – UNIT 4

Unit 4 – is access from stairwell 3.

Tap the 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 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 burn toast or other food causing 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 approx. $1000.

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 where your details are added an 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 RESORT

Corner Marine Parade and Warner Street, Coolangatta

- **Telephone 07 55 369 999**
- **Website www.oceanplazaresort.com.au**

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

MARKHAM COURT RESORT

36 Australia Avenue, Broadbeach

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

*** Guests must register at resort reception within 24 hours of their arrival.*

SHOAL BAY UNITS

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

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

29 Shoal Bay Road, Shoal Bay – Club 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 Holiday Units Co-ordinator or Duty Manager.

HOLIDAY UNIT RENTAL RATES

Ryde-Eastwood Leagues Club has 14 holiday units in total, located on the Gold Coast at Broadbeach, Coolangatta, and 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 can discount their rental by use of Club Bonus Points.

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 voucher is only valid for one week's rental, for two weeks a 350-point discount 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 points calculator below.
- Members will need to redeem their discount voucher from the reward centre or obtain a valid gym voucher and present it to reception with their final payment. Vouchers are valid for seven months. Voucher to be redeemed must be the original.
- **Bonus 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*).**
- **Bonus point discount vouchers will be accepted from the spouse/partner of a member making a booking (spouse/partners may also combine their club bonus points to obtain the discount. If you need to combine points to print a voucher, advise booking officer to arrange.**
- **It is the responsibility of the member to provide their discount voucher to reception staff prior to making their final balance payment. We are unable to refund discounts back to members after the final balance payment has been made.**
- Club bonus 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 Customer Service Co-ordinator – 9807 2444

CLUB BONUS POINTS – DISCOUNT CALCULATOR

Discount value per week	Booking Duration	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

2024 HOLIDAY UNIT TARIFFS

Unit pricing – NB: New Rates Effective from 17/12/23

		TARIFF	RATE WITH POINTS DISCOUNT**	LOYALTY DISCOUNT VALUE
OCEAN PLAZA RESORT COOLANGATTA			*(**Refer to Bonus Points in booklet)*	
2 BEDROOM				
Peak 2 BR	23 December 2023 -20 January 2024	$ 2,200.00	$ 1,980.00	$ 220.00
LWJ 2BR	20 January 2024 - 27 January 2024	$ 1,550.00	$ 1,395.00	$ 155.00
Off Peak 2BR	27 January 2024 - 13 April 2024, 27 April 2024 - 28 September 2024 12 October 2024 - 7 December 2024	$ 1,320.00	$ 1,188.00	$ 132.00
School Hols 2BR	13 April 2024 - 27th April 2024 28th September 2024 - 12th October 2024	$ 1,700.00	$ 1,530.00	$ 170.00
Shoulder* 2BR	7 December 2024 - 14 December 2024	$ 1,550.00	$ 1,395.00	$ 155.00
3 BEDROOM				
Peak 3 BR	23 December 2023 -20 January 2024	$ 2,650.00	$ 2,385.00	$ 265.00
LWJ 3BR	20 January 2024 - 27 January 2024	$ 2,000.00	$ 1,800.00	$ 200.00
Off Peak 3BR	27 January 2024 - 13 April 2024, 27 April 2024 - 28 September 2024 12 October 2024 - 7 December 2024	$ 1,700.00	$ 1,530.00	$ 170.00
School Hols 3BR	13 April 2024 - 27th April 2024 28th September 2024 - 12th October 2024	$ 2,000.00	$ 1,800.00	$ 200.00
Shoulder* 3BR	7 December 2024 - 14 December 2024	$ 2,000.00	$ 1,800.00	$ 200.00

MARKHAM COURT BROADBEACH				
Peak	23 December 2023 -20 January 2024	$ 1,780.00	$ 1,602.00	$ 178.00
LWJ	20 January 2024 - 27 January 2024	$ 1,450.00	$ 1,305.00	$ 145.00
Off Peak	27 January 2024 - 13 April 2024, 27 April 2024 - 28 September 2024 12 October 2024 - 7 December 2024	$ 1,100.00	$ 990.00	$ 110.00
Autumn School Holidays	13 April 2024 - 27th April 2024 28th September 2024 - 12th October 2024	$ 1,450.00	$ 1,305.00	$ 145.00
Shoulder*	7 December 2024 - 14 December 2024	$ 1,450.00	$ 1,305.00	$ 145.00

19 GOVERNMENT RD SHOAL BAY				
Peak	23 December 2023 -20 January 2024	$ 1,700.00	$ 1,530.00	$ 170.00
LWJ	20 January 2024 - 27 January 2024	$ 1,300.00	$ 1,170.00	$ 130.00
Off Peak	27 January 2024 - 13 April 2024, 27 April 2024 - 28 September 2024 12 October 2024 - 7 December 2024	$ 1,100.00	$ 990.00	$ 110.00
School Holidays	13 April 2024 - 27th April 2024 28th September 2024 - 12th October 2024	$ 1,300.00	$ 1,170.00	$ 130.00
Shoulder*	7 December 2024 - 14 December 2024	$ 1,300.00	$ 1,170.00	$ 130.00

29 SHOAL BAY RD SHOAL BAY				
Peak	23 December 2023 -20 January 2024	$ 2,850.00	$ 2,565.00	$ 285.00
LWJ	20 January 2024 - 27 January 2024	$ 1,900.00	$ 1,710.00	$ 190.00
Mid Peak	27 January 2024 - 13 April 2024, 12 October 2024 - 7 December 2024	$ 1,780.00	$ 1,602.00	$ 178.00
Off Peak	27 April 2024 - 28 September 2024	$ 1,680.00	$ 1,512.00	$ 168.00
School Holidays	13 April 2024 - 27th April 2024 28th September 2024 - 12th October 2024	$ 1,900.00	$ 1,710.00	$ 190.00
Shoulder*	7 December 2024 - 14 December 2024	$ 1,900.00	$ 1,710.00	$ 190.00

Peak period for Ocean Plaza and Markham Court is the Christmas holiday period. July and September school holidays for Ocean Plaza and Markham Court are off peak rates. For further information please contact the Club.

July & September school holidays are off peak rates. All school holiday are subject to a ballot draw.

Contact Club for details.

All booking rates subject to review from beginning of the Christmas Holiday Period each year. *rates tol be confirmed 01/08/23.

RYDE EASTWOOD LEAGUES CLUB

117 RYEDALE RD WEST RYDE NSW 2114

98072444 holidays@releagues.com.au