



Ryde-Eastwood Leagues Club

Holiday Unit Hire Terms & Conditions

At Ryde-Eastwood Leagues Club, we take pride in offering well-maintained holiday units as a special benefit for our valued members. These accommodations are thoughtfully priced to provide an enjoyable and relaxing getaway. We kindly ask all guests to treat the property and fellow guests with care, ensuring a pleasant and welcoming experience for everyone.

House Policies

Reservations: Units are available for seven-night stays, from Saturday to Saturday. Bookings can be made at Club reception, phone or email. A unit can be put on a 24-hour hold, and a \$200 security deposit must be paid to confirm your booking. Members new to booking must be fully acquainted with the rules.

Keys: Unit keys are available from the Tuesday prior to your booking and returned by 9pm Monday after your booking ends so they are available for the next guest. Rental Agreement is signed on collection and return of keys, for your security bond to be returned. Members 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. Early key collection and mailing keys is not permitted

Lost keys: This cost of replacing keys or remotes is passed onto the member.

Locked Out: Shoal Bay units, contact Club Reception, cost from \$70ph at your expense, Markham Court and Ocean Plaza contact Resort reception.

Payment: A \$200 security bond (\$300 during peak periods) is required to secure your booking. Full payment is required two weeks before the start of your stay (eight weeks for peak periods). Failure to meet this deadline may result in cancellation.

Eligibility: Booking is available exclusively for Club members. During peak periods, only members who have held membership for a minimum of 6 months are eligible to make reservations via a Ballot. Once the Ballot is drawn vacancies are available to all members.

Cancellations Policy:

Written notice is required for all cancellations. A fee of \$100 per week applies for peak period cancellations.

If a unit is not rebooked, members will forfeit their security deposit if the cancellation is made within 90 days of the booking.

This policy is subject to change based on updates from relevant authorities. Guests are advised to review the policy periodically for any amendments.

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.

Terms of Stay

Member Presence: The member booking the unit must be present for the entire duration of the stay.

Non-Transferable: Bookings cannot be transferred or “sublet”, a booking or part-booking to other members or non-members. Members found subletting will forfeit their bond. This policy also precludes a couple (husband and wife/de facto/partners) booking two units for the same time.

Check-in/Check-out: Check-in is after 2:00 pm, and check-out is by 9:00 am. Late check-out or key returns will incur a fee.

Guests: All visitors must depart by 10 pm

- Shoal Bay RD and Government Rd Shoal Bay – 6 Guests
- Markham Court Broadbeach – 4 Guests
- Ocean Plaza Coolangatta 2-Bedroom – 5 Guests
- Ocean Plaza Coolangatta 3-Bedroom – 7 Guests

Parking

Parking is available at each location by location. Please ensure vehicles are parked in designated spots.

- Shoal Bay Road Accommodation: Double garage provided per unit.
- Government Road, Shoal Bay: One car space per unit.
- Markham Court & Ocean Plaza, Gold Coast: One car space per unit.

Unit Information

All units are fully equipped with essential amenities, including air conditioning, kitchen facilities, and laundry.

Mid Stay Clean: 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.

Departure Cleaning

Members are expected to leave the units in a tidy state, ensure you empty dishwasher and remove any food items from refrigerator and cupboards. All rubbish and litter to be removed from units and placed in designated refuse area. Furniture and bedding returned to original position.

Additional Charges

Charges will apply to spills, stains damage to carpet, mattresses, bed linen, blinds, upholstery and furniture. Extra charges may also apply if the housekeeper is required to attend to items the member would reasonably undertake.

Should extra charges be applied you will be notified before they are deducted from your bond. Should the charges exceed your bond you will be invoiced the balance of charges.

Linen: Members are required to provide their own linen, all units have a queen bed in the master bedroom and single beds in additional bedrooms. 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. Please provide your own sheets, pillowcases, bath towels, bathmat, and tea towels. Alternately arrange linen packages at an additional cost through the following services:

Ocean Plaza, Gold Coast: Resort Reception – 07 5536 9999.

Markham Court, Gold Coast: Resort Reception – 07 5592 3111.

Shoal Bay Linen Service: becksta@live.com.au

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.

Bond and Refunds

The security bond will be refunded after the unit is confirmed to be in good order, typically within three weeks. Any additional cleaning or damages will be deducted from the bond, you will be notified of any charges. Please advise the club immediately should anything be spilt on carpeted areas, upholstery or mattresses or should you have any concerns upon check in.

House Policies

No Smoking: Smoking is not allowed in any of the units or common areas.

Pets: No Pets are allowed in Club units or common areas. This rule excludes Unit 1/19 Government Rd Shoal Bay, refer to Pet Policy regarding this unit

Pet Policy: We welcome small to medium-sized, well-behaved dogs and cats in designated pet-friendly apartments. Other pets may be considered upon request. A maximum of two pets per apartment is allowed. Pets are only permitted in Unit 1 / 19 Government Road, Shoal Bay and have

access to the rear and front yard. There is a \$100 security bond refunded after the unit is confirmed to be in good order. A non-refundable pet fee of \$160 per stay will be applied to cover additional cleaning and maintenance costs.

Noise: Please be considerate of other guests, especially when using balconies or outdoor areas.

Prohibited Items: Barbeques, additional bedding, or large appliances are not permitted in units.

No Parties: A strict no-party policy is in place for all units. Members found to breach this rule will have their membership rights reviewed and will not be allowed to book future accommodations

CCTV Policy: CCTV is installed in the foyers and externally around the accommodation. The system records continuously and will be used to review any issues that may arise.

Garbage Collection at Shoal Bay: It is the responsibility of members to ensure that garbage is disposed of properly during their stay. Please refer to the schedule outlined in the units for collection days.

Shoal Bay RD – Sunday night

Government Rd – Thursday Night

2028 Booking Open Dates

Bookings for holiday units in 2028 open as follows for members with over 6 months of financial membership:

Queensland Resorts: Wednesday, January 13, 2027, 10:00 am

Shoal Bay: Thursday, January 14, 2027, 10:00 am

2027 Booking Open Procedure

Members may present themselves to the front desk staff at Ryde-Eastwood Leagues from 5:00 am on the outlined booking dates to receive an order of booking number. They must return to reception when the Club opens at 10:00 am. Please note: Members cannot line up inside the venue before 10:00 am, and no bookings can be made via email or phone on the day bookings open.

Maximum Stay: A maximum of 4 weeks can be booked per venue on the first day. Further bookings may be made after others have completed their applications.

Ballot Information

A ballot system is used for high-demand periods, such as Christmas and school holidays, bookings can be made for one or two weeks only

Eligibility: Members with over 6 months of membership may enter. One application per member.

Application Fee: \$100, refundable if unsuccessful.

Member Residence: The member must reside in the unit for the entire rental period.

Application Submission: Submit your form in person, or via email from your personal email account.

Payment: Successful applicants must pay the remaining security bond within 7 days and the final balance 8 weeks before the booking start.

Multiple Applications: Only one ballot win is permitted per residential address.

Ballot Periods & Deadlines

Autumn School Holidays 2027: Friday, 31st October 2026

Winter School Holidays 2026: Friday, 27th February 2026

Spring School Holidays 2026: Friday, 27th March 2026

Christmas Holidays 2026/27: Friday, 29th May 2026

IMPORTANT NOTICE

Markham Court & Ocean Plaza Resort 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 approximately \$1,500 per incident.

Guest Registration Form and Emergencies

(Applicable to Ocean Plaza & Markham Court)

In compliance with Queensland State Fire Laws, all guests are required to check in at resort reception upon arrival. Your details will be added to an evacuation report to ensure safety in case of an emergency.

Please note that The Body Corporate & Management assumes no responsibility for injuries sustained by individuals who are not registered at reception.

Ocean Plaza Guest Compendium



These guidelines apply to all Club members when staying at any of the Club's units. Failure to comply may lead to legal consequences and potential jeopardy to your membership.

Holiday Unit Rental Rates & Discounts

Ryde-Eastwood Leagues Club maintains 14 holiday units located at Broadbeach, Coolangatta, and Shoal Bay. Rental tariffs are set below market rates to ensure affordability while maintaining the quality of these units through ongoing maintenance and refurbishment. Members can reduce their rental costs by redeeming Club Bonus Points.

Club Bonus Points

Members can receive discounted rental rates when they accumulate Club Bonus Points.

Points Accumulation: Members earn points from Club purchases, including food, beverages, gaming, Fitness Edge membership, and Swim School fees.

Minimum Spend: An average monthly spends of \$30 earns 350 points annually.

Discount Vouchers: Points can be redeemed for discount vouchers at the Reward Centre or via a valid gym voucher, **to be presented with final payment**. Thirroul members contact holidays@releagues.com.au.

Vouchers Validity: Vouchers are valid for 7 months and must be redeemed before June 30, as points reset annually.

Combined Points: Spouses or partners can combine their points for discounts.

CLUB BONUS POINTS – DISCOUNT CALCULATOR

Booking Duration	Points Required
1- week	350 points
2 - weeks	650 points
3 - weeks	900 points

Contact Information

For maintenance & emergency concerns during your stay, please contact:

Shoal Bay: Customer Services Coordinator or Duty Manager at Ryde-Eastwood Leagues Club

02 9807 2444.

Ocean Plaza, Gold Coast: Resort Reception or holidays@releagues.com.au

Markham Court, Gold Coast: Resort Reception or holidays@releagues.com.au