

Name: _____ Phone Number _____

House: _____ Email: _____

D.O.B _____/_____/____ Date of Arrival: _____/_____/____

Passport Number: _____ Country of Origin: _____



House Ground Rules & Registration Form

As a tenant you must abide by the following rules:

- a) You must sign the Registration Form and pay a bond deposit (\$320) to CozyStay before or upon your arrival. If you are unable to pay the bond for any reason, for example if you do not have Australian currency, please advise CozyStay by email (accounts@cozzystay.com). Otherwise CozyStay will not be able to accommodate you.
- b) Do not play music, make loud noise, or create a disturbance at any time of the day or night, or consume alcohol between 9pm and 8am.
- c) Do not use bad language inside the house.
- d) Do not smoke inside the house or on the balcony.
- e) Keep the house clean and tidy. When you share a house, everyone must take their turn in cleaning communal areas, once a week. Bedrooms must be cleaned on a weekly basis. If you don't take your turn at cleaning, or don't do a good job, you will be asked to pay a \$50 fine. To avoid problems with noise, no cleaning must be done between 10pm and 8am.
- f) Do not leave personal belongs in the communal areas.
- g) Take good care of the house and its appliances and furniture. If anything is damaged, you will be charged the cost of its repair or replacement.
- h) If any damage occurs to the premises, you must notify CozyStay as soon as you become aware of it. You should contact us through the following Web page: <http://www.cozzystay.com.au/forms/maintenance>.
- i) Ensure the property is kept secure; make sure all doors and windows are locked whenever you go out. We do not accept responsibility for any personal property left in the house.
- j) Non-tenants (guests or visitors) cannot sleep overnight at the house or on the premises. If it is found that a visitor has stayed overnight, you will be charged \$50 for each day of their stay, and asked to leave the house within three days. The bond will not be refunded, but will be used to cover the cost of the vacant room. All guests must leave the house by 9pm.
- k) Wireless internet will be provided. Downloading large files (movies) from the internet is forbidden. If you do this, you will be asked to leave the house within three days, as downloading such files is illegal.
- l) Do not bring any used furniture or appliances into the house e.g. used/old sofas, BBQ, mattresses, electronic and domestic appliances. Bringing in such items will result in a \$100 fine, to cover the cost of their disposal.

1. Conditions of moving in and out

- a) The minimum period of occupation is 4 (four) weeks.
- b) A bond deposit (\$320) is required upon arrival/ moving in.
- c) A minimum of 2 weeks' notice is required before moving out, sent by e-mail to: support@CozyStay.com. Please note that departure notices sent to any other e-mail addresses will not be accepted. This rule also applies to overseas students. Regardless of the length of your stay as agreed with your international education agency, you must still give us 2 weeks' notice of your departure from the house. For example; if you booked for 4 weeks from overseas and decide to stay only those 4 weeks, you must inform us at the end of your second week that you will be leaving at the end of two weeks.
- d) If you move out within 2 weeks, your bond deposit will be retained, to cover the additional expenses.

- e) **The bond deposit cannot be used to pay your rent for the period you actually stay in the house, e.g., if you decide to move out in two weeks, you are still required to pay the rent of those two weeks, and we will use the bond to cover any other associated expenses.**
- f) Once you have given us 2 weeks' notice that you will be moving out, we will start looking for a new tenant to take your place. If for any reason you need to stay longer, you must discuss the situation with us, as this may not always be possible.
- g) Check-out time is 10am. Please return the keys when you leave the house, otherwise rent will be charged until we receive the keys. If you move out on a Saturday, Sunday or bank holiday, the keys must be returned to our office by 10am of the following business day. If you fail to do so, rent will be charged for each day, until we receive the keys.
- h) When you vacate, your room must be left clean and tidy; otherwise \$50 will be charged to cover cleaning costs. As a tenant, you must check the items below before you leave the premises.
The Fridge, Kitchen cupboard, Bathroom cupboard and Wardrobe in your bedroom must be left empty, clean and tidy, and the carpet in your room must be vacuumed. Always remember that you are living in a shared house, and you must help keep it clean and tidy. (If you transfer from one house to another, or from one room to another, the same rules apply).
- i) The bond deposit will be transferred to your bank account in 5 (five) business days, after satisfactory inspection of the bedroom by CozzyStay and return of house keys to the CozzyStay office. If necessary, it will be used to pay for damage to the property, or cleaning. You will be charged rent until your keys are returned.
- j) If CozzyStay has to transfer the deposit to an overseas account, the cost of the international transfer will be deducted from the bond deposit, and the tenant will be informed by e-mail.
- k) **If you forget or lose your key on a weekend, you will be charged a \$60 call-out fee for somebody from CozzyStay to unlock the door for you. The tenant will also pay for a replacement key. Please be aware that replacing special cards, such as swipe cards, could cost up to \$150.**
- l) The management of the house reserves the right to give a tenant two weeks' notice to vacate the house for any reason it sees fit. In this case, the rent must be paid until the end of the two weeks that you stay in the house. If you vacate the house before this period is up, you are still required to pay for the full two weeks. The 2 weeks' notice must be respected, and any exception must be agreed upon with the management, and will depend on whether new tenants have been booked for the room.

2. Cancellations

- a) For cancellations made FROM 2 weeks TO 48 hours before the arrival date, you will forfeit:
Onshore (Inside of Australia) – Bond Deposit Fee
Offshore (Outside of Australia) – Placement Fee
- b) For cancellations made **48 hours** before arrival or less, there will be NO REFUND of the total amount. If it is made onshore then there will be no refund of the PLACEMENT FEE.
- c) CozzyStay is not responsible for any external or personal factors resulting in cancellation (including delayed or cancelled flights, failure to obtain visas, etc.). The cancellation policy applies under any circumstances.
- d) If you need to leave the accommodation early, before the prearranged departure date, you must give two weeks' notice to CozzyStay, by sending an email to: support@CozzyStay.com
- e) No refund will be given for bookings of up to 4 weeks. For refunds on periods greater than 4 weeks, a pro rata rate will be calculated, based on the number of days spent in the accommodation, according to the current rates. The balance will be refunded directly to the student, or through the representative (if paid through a Representative).

3. Please be aware that

- a) CozzyStay may need to contact you using the email address or mobile phone number you provided. Please let us know how you wish to be contacted.
- b) CozzyStay reserves the right to enter any area of the internal premises between 7am and 10.30pm from Monday to Sunday and the communal areas (garden, parking areas, etc.) at any time from Monday to Sunday to check in/out a guest, inspect, repair, or replace any item e.g.: beds, wardrobes, cupboards, appliances.
- c) **Rent must be 2 weeks in advance** – there are no exceptions. This is your responsibility!
- d) **If you have any difficulties regarding payment, you must contact the CozzyStay account department via accounts@CozzyStay.com**
- e) **If you require bed linen, please let us know. We do NOT provide sheets, pillows, towels or blankets free of charge. However, you may buy a new set from us, for \$120, which includes bed linen, a towel and a blanket.**
- f) The rent includes ONLY the cost of your stay. Additional facilities and services, such as Internet, washing machines, etc. are provided by CozzyStay. However, if any of these are out of service, while we will do all we can to resolve the problem, this will NOT entitle you to a discount on your rent.
- g) We will provide basic cleaning products (these do not include items of personal hygiene, such as shampoo, hand soap, toilet paper, which are the responsibility of the individual).
- h) Your rent must be deposited in the CozzyStay Bank Account, using your guest ID number as reference. To obtain payment details/guest ID number, please contact the accounts department via e-mail: accounts@CozzyStay.com
- i) If the rent is not paid on time, or is delayed for whatever reason, CozzyStay will send 2 reminders to your e-mail address and if payment is still not received, then you will be asked to vacate the premises within 3 days (72 hours).
- j) Please be aware that the bedroom doors may not have keys/locks and that bedrooms do not have safes.
- k) All houses are located 5 to 30 minutes away from the city centre (this does not include the time spent waiting for transport or adverse traffic conditions).
- l) All houses are located 5 to 15 minutes from train stations and bus stops.
- m) Accommodation will be allocated to the students depending on availability; however, all houses are close to public transport.
- n) Offshore bookings are priced differently from onshore bookings. After the first four weeks, your rate will convert to the onshore rate.

Tenants must abide by all the above rules. Failure to do so may result in a \$50 fee to cover costs, forfeit of your bond deposit, and being asked to vacate the premises within 3 days. If you feel that you cannot commit to these rules, please do not move in.

I have read the House Rules (pages 1-3), I understand them and agree to act in accordance with them.

Date & Time:

Student's Signature

Passport Copy