Noosa Retreats Check In Information

**Welcome to Noosa**

**Welcome**

We hope you enjoy your stay in beautiful Noosa! To assist you we have included some helpful information below:

**Checking out**

Your departure is . Check out time is 10am sharp. Please assist by vacating by this time in order for us to have the property ready for the next guest. Late check outs are by approval only.

**Mid Stay Service**

A mid-stay service is provided to guests staying 10 or more nights. Cleaners will change linen, provide fresh towels and clean surfaces. You do not need to be home for this to occur.

**Wheelie Bin Collection**

Please assist incoming guests and our cleaners by putting the wheelie bin out for collection as explained in the property compendium the recycle bin out bi-weekly (just follow what the neighbors do)

**Pests**

Due to the subtropical climate of Noosa you may experience ants, sandflies and a variety of other bugs. The property is regularly pest controlled with environmental and pet friendly sprays, however total eradication is sometimes not possible due to our natural environment.

**Keeping Safe**

Like everywhere, where an opportunity exists, so does crime. Always lock the property doors & windows at night and when you are away. Always place your valuables out of sight.

**Maintenance**

Please report all maintenance problems by completing the enclosed maintenance report. If it is urgent , please contact Trish on 0411 644822 and we will get someone out as soon as we can.

**Lost Keys or Remote**

Lost keys or lost remote will incur a replacement charge at the guests expense.

**Security Bond**

The credit card details you have provided at check in will be destroyed once the property has been inspected and any outstanding claims finalized. Any charges over and above the bond amount will be invoiced to the responsible guest.

**Booking with Noosa Retreats again**

Please make requests at the commencement of your stay to book this property again for the next year. We will do our best to allow re-booking depending on the availability.

We hope you enjoy your holiday in Noosa