

## House Rules

Welcome! We're delighted to open up this property for you to enjoy. We hope you feel comfortable and relaxed during your stay, and we kindly ask for your help in looking after the space so future guests can enjoy it too.

### Before you arrive

- Please complete the Pre-Check-In Form at least 72 hours before you arrive, including providing identification for everyone staying at the property. We cannot release access details until the Pre-Check-In Form has been completed, and IDs received and approved.
- Where your listing says the property is in student accommodation, unless otherwise agreed in advance and in writing, nobody under the age of 18 may stay in the property, whether or not they are accompanied by an adult.
- Where your listing says that student status is required for your dates, everyone staying at the property must provide proof of current enrolment with the Pre-Check-In Form.

### Arriving and leaving

- Check-in is self-service from 3pm, and check-out is by 10am, unless your booking says otherwise.
- Please keep your keys, fobs and access codes to yourself. Do not share them, pass them on, or make copies.
- We kindly ask you lock the doors whenever you leave, and make sure all windows are closed and secure.
- At check-out, please return all keys, fobs and access devices as set out in your check-out instructions. As a safety measure, any missing keys mean we'll need to change the locks, and we would need to charge the replacement cost. Thank you so much for taking care of them.
- Before you leave, we recommend having a quick look around to make sure you've packed everything. If anything gets left behind, we're always happy to help arrange its return, though there may be a small fee to cover handling and delivery.
- We kindly ask you leave the place clean and tidy, with rubbish removed as set out in your arrival information.

### During your stay

- For everyone's comfort and security, only guests named on the booking are allowed in the home. If you'd like to invite someone, please let us know in advance. Parties and events of any kind are not permitted.

- Feel free to use all the electronic devices and make yourself at home! We just ask that you switch off lights and devices when not in use, to be kind to the environment and out of respect for the homeowner.
- We kindly ask you keep noise, voices and music at a considerate level at all times, particularly between 10pm and 8am.
- You may notice some cupboards or doors tied with blue ribbon or tape—these are private spaces and are not available for guests. Thank you for respecting these areas.
- Smoking isn't allowed inside, but you're welcome to smoke outside (on the street). Please use the bins provided for cigarette butts.
- Pets and animals are not permitted unless your booking confirmation says otherwise. Assistance dogs are always welcome, and there is no additional charge.
- Candles and fireplaces are for decoration only—please don't light them during your stay.
- We kindly ask that you do not move furniture between rooms.
- To keep the kitchen and dining areas looking their best, please use placemats for hot pans, glasses, plates, and utensils.
- Please switch off lights, heating, air conditioning and appliances when they are not in use, and keep windows and doors closed while heating or air conditioning is running.
- If anything isn't working or gets damaged during your stay, please let us know. We appreciate your honesty and will do our best to resolve any issues quickly.

### **Shared kitchens and communal areas**

This section applies where your listing says your booking includes the use of shared facilities such as a kitchen, lounge, laundry or study space.

- Where your listing says that no kitchen or cooking facilities are provided, please do not cook or use cooking appliances.
- Your listing sets out which shared facilities are available for you to use. Please keep in mind that other people use them too, including other guests and residents.
- Please clean up after yourself, clear up any dishes, and avoid leaving food or dirty items out.
- Please keep your own food separate and take it with you when you leave. We cannot take responsibility for anything left in a shared area.
- Please never leave cooking unattended.
- Shared facilities may occasionally need to be closed or restricted for maintenance, repair, cleaning, safety or security. When this is the case, we will give you as much notice as we reasonably can.

Thank you for treating this home with care and respect. We hope you have a wonderful stay!