

Terms of Hire

Last updated: 22 December, 2025

Welcome to Siomas Management Pty Ltd ABN 15676187509 (**Siomas Management, we, us or our**).

Please read these Terms carefully. These Terms of Hire and the documents and policies referred to within them, including the [Privacy Policy](#) and the Guest Guide provided to you after booking (**Terms**) form a binding legal agreement between you (**you or your**) and Siomas Management that governs your right to right to hire, use and enjoy its managed properties and our amenities.

Defined terms have the meaning given to them throughout the Terms and/or at clause 14.

1. Formation

- 1.1. By booking a stay with us and paying us a deposit and/or bond, you agree to comply with and be bound by these Terms and an agreement is formed between you and Siomas Management.
- 1.2. We agree to make the Venue and any Inclusions available to you for the Booking Period in accordance with these Terms and in consideration for the payment of the Fee.

2. Bookings

- 2.1. Once we receive confirmation of your payment, we will confirm your booking by sending you a confirmation email.
- 2.2. We reserve the right to refuse any booking for any reason, or to request that you select alternative dates and/or check-in times.
- 2.3. The parties acknowledge and agree that the legal right to possession and control of the Venue remains with us and this agreement does not create a tenancy between us and you.
- 2.4. We do not guarantee the availability of any Inclusions. Any Inclusions are subject to availability, and we may change a Venue's Inclusions at our sole discretion. You are solely responsible for confirming the availability of any specific Inclusions at your Venue.

3. Check-in and check-out

- 3.1. We will notify you of any check-in and check-out instructions by email via the contact details you provide within 48 hours of your booking start time.
- 3.2. Key access details will be provided to you by SMS by your booking start time.
- 3.3. In the event that keys are lost or stolen, a \$400 lock replacement fee will be charged per key to the guest responsible for the booking. Keys will be considered to be stolen if they are not returned and we are unable to reach you within 2 hours of your checkout time.
- 3.4. For overnight bookings, standard check-in and check-out is as follows.
 - (a) check-in is at 5pm; and

- (b) check-out is at 10am.
- 3.4. For hourly bookings, check-in and check-out is per the times you select for your Booking Period when you make your booking.
- 3.5. Subject to availability and any reasonable additional charges set out on our website, you may select different check-in and check-out times via the booking portal on our website, or by contacting us via the phone number and/or email provided on our website. When you contact us, we will use reasonable endeavours to accommodate your requested change, however you acknowledge that we cannot always do this. If we cannot accommodate your change request, we will contact you about alternative arrangements, and if we fail to agree on such alternative arrangements, we will offer you credit or a refund of any corresponding Fees already paid in relation to your preferred check-in and check-out times.
- 3.6. Early arrivals without notice may interrupt other guests or our house maintenance team, and we are not obliged to provide you with access to the Venue if you arrive before your check-in time.
- 3.7. If you stay past check-out without our consent, we may:
 - (c) require you to leave in a manner permitted by applicable law; and
 - (d) charge you an additional fee of \$100 per hour or portion thereof outside of your Booking Period.
- 3.8. Your check-out time is considered to be the time at which:
 - (a) All guests and their belongings have vacated the premises, including any outdoor areas (unless alternative agreements have been made in advance with our team); and
 - (b) Keys are safely secured in the safe using the code provided.

Late check-out fees may apply if these conditions are not satisfied by the agreed check-out time.

4. Your obligations

- 4.1. You must:
 - (a) only access and/or use the Venue in accordance with our reasonable instructions or directions;
 - (b) comply with:
 - (i) these terms; and
 - (ii) the Guest Guide and/or any other information we provide you about the Venue from time to time.
 - (c) take reasonable steps to minimise disruption to the surrounding area and be discrete regarding sound and visual privacy;

- (d) secure the premises of the Venue, including locking the premises anytime it is unoccupied and storing keys securely;
- (e) comply with applicable laws at all times;
- (f) promptly notify us of any damage you cause to the Venue and/or Inclusions; and
- (g) not partake in any of the following activities (**Prohibited Activity**) in respect of your stay:
 - (i) allow people to attend the Venue who are not named on the Booking without our prior consent;
 - (ii) exceed the maximum number of guests set out in your booking;
 - (iii) bring minors to the Venue;
 - (iv) allow pets into the Venue; or
 - (v) host events or parties at the Venue without our written approval.

4.2. To the maximum extent permitted by law, you are responsible and liable for your acts and omissions at the Venue and are also responsible for the acts and omissions of anyone you invite to join or provide access to the Venue, including:

- (a) use and/or misuse of any Inclusions;
- (b) loss, damage and theft to your possessions and values; and
- (c) leaving the Venue and Inclusions in the condition they were in when you arrived, subject to fair wear and tear.

4.3. You acknowledge that many activities carry inherent risks and agree that, to the maximum extent permitted by applicable law, you assume the risk arising out of your access to and use of the Venue and Inclusions, including your voluntary participation in any activity at the Venue or any interaction you have with other guests, whether in person or online. It is your responsibility to investigate the Venue and/or any Inclusions you decide to use to determine whether it is suitable for you. The Venue and/or Inclusions may carry risks of illness, bodily injury, disability or death, and you freely and wilfully assume those risks by choosing to participate in any activity at the Venue.

4.4. You acknowledge and agree that all content and/or information in the Guest Guide is informational and instructive only, and that we are not responsible for any reliance on such content and/or information.

5. Cleaning

5.1. Cleaning services and corresponding fees are built into the advertised booking price and include both standard and specialised cleaning protocols appropriate to the intended use of the Venue and its Inclusions.

- 5.2. Cleaning fees cover cleaning of the Venue and Inclusions. They do not extend to substances or items you bring onto the premises, which must be addressed by you prior to check-out.
- 5.3. Additional cleaning fees may apply in circumstances including but not limited to:
- (a) Non-adherence to instruction provided in our communications with you;
 - (b) Careless use of Inclusions and/or items or substances brought onto the premises by you which require cleaning time in excess of the standard for your appointment length;
 - (c) Other non-standard cleaning tasks required after your appointment.
- 5.4. Current rates for additional cleaning fees can be found in Schedule 1.

6. Film and photography

- 6.1. Subject to clause 5.2, small scale, private film and photography (i.e. filming and photography by a team of up to three people) is permitted at the Venue.
- 6.2. Professional photo or video shoots (i.e. filming and photography by a team of three or more people) must not be conducted at the Venue without our prior written consent. Please contact us at bookings@hedonhouse.com to discuss.

7. Payment and Fees

Fees & deposit

- 7.1. If you make an **overnight booking**, we will charge you a minimum deposit of 50% of the Fee. We will automatically deduct the remaining balance from your nominated credit card or request payment via another method 14 days before your booking commences, or within such other estimated period we may notify you of from time to time. Where a booking is made less than 14 days prior to the booking, you must pay the Fee in full at the time of booking.
- 7.2. If you make an **hourly booking**, we require full payment of the Fees at the time of booking.

Payment terms

- 7.3. We determine your payment method in our sole discretion, and in accordance with these Terms.
- 7.4. Payment must be made by providing a nominated credit card, debit card, by electronic funds transfer, or other method accepted by our third party payment processors which we use to process payment.
- 7.5. We may also, from time to time, invoice you for the Fees, and you must pay any invoice within 3 days' of receipt of the invoice, or another period stipulated to you on the invoice. If you wish to raise a genuine dispute about an invoice, you must notify us of the dispute before the due date and pay the undisputed portion by the due date.
- 7.6. We reserve the right to decline a booking if you have an existing debt with us from a previous booking.

- 7.7. We reserve the right to cancel a Booking if, at 10 days prior to your Booking, there is an outstanding balance relating to the Booking. To the extent permitted by law, if we cancel your Booking in accordance with this clause 6.7, we may retain all monies paid by you for the Booking to date, reflecting the costs and lost opportunity incurred due to the unavailability of the Venue for other guests.
- 7.8. All amounts payable under this agreement are inclusive of GST, unless otherwise specified. If GST is payable in relation to a Taxable Supply, the amount payable for that Taxable Supply is the amount for that Taxable Supply specified in this agreement plus GST.

Bonds

- 7.8. In addition to payment of the deposit and Fees, we reserve the right to require you to pay a Bond.
- 7.9. The Bond amount will be reasonably determined by us and communicated to you prior to your stay and may vary depending on factors, including the number of guests, duration of your stay and your history at our Venues.
- 7.10. Where a Bond is required, you must pay the Bond at least 1 day prior to the booking date, or where the booking is made less than 1 day prior to the booking date, at or after the time of the booking.
- 7.11. We reserve the right to use the Bond to cover any costs, expenses or losses incurred as a result of your breach of these terms.
- 7.12. Within 14 days of the conclusion of your Booking Period, we will either retain the Bond in accordance with clause 6.11, or refund the Bond to you via electronic funds transfer.

Unavoidable third party costs

- 7.14. If we incur reasonable, unavoidable third party costs as a result of your breach of these Terms, including any additional costs associated with damage you cause to the Venue and/or Inclusions, or any additional cleaning expenses (estimated and set out at Schedule 1), we may:
- (a) deduct the additional expense from your Bond;
 - (b) charge the additional expense to your credit card or debit card; or
 - (c) invoice you for any such additional expenses, in which case you must pay the invoice within 5 days of receipt.
- 7.15. You are responsible for treating the Venue and its Inclusions with respect and care, always reading the instructions of any Inclusions you use, and for not using anything that you are unfamiliar with or in any way other than its intended purpose. Liability for breakages or damage to Inclusions, beyond fair wear and tear, will be charged to your credit card.

8. Cancellation and changes

Cancellation by you

- 8.1. Changes to your booking will be permitted subject to availability. You must notify us of any change to your booking in writing by sending this to bookings@hedonhouse.com.
- 8.2. Days are calculated in calendar days (starting at 12:00am). Notification of intent to change or cancel must be received by 11:59pm on the last day of the notice period to be considered to fall within that period. To calculate, the booking start date is day 0.

As an example, for a booking date of 20 March: 3 days before the booking date would be 17 March. A cancellation or change would need to be made by 11:59pm on 17 March in order to be considered in the '3-7 days' notice period.

8.3. Hourly bookings

If you cancel your booking:

- (a) 15 or more days before your booking date, you can:
 - (i) change to another available date; or
 - (ii) receive a credit voucher or refund of the total booking price, less a 4% service fee.
- (b) 8-14 days before your booking date, you can:
 - (i) change to another available date with a 10% service fee; or
 - (ii) receive a credit voucher or refund for 60% of the total booking price.
- (c) 3-7 days before your booking date, you can:
 - (i) transfer your booking to another available date; with a 15% service fee; or
 - (ii) we can issue a refund or credit voucher worth 30% of the total booking price.
- (b) 2 or fewer days before your booking date, you can:
 - (i) transfer your booking to another guest by having that guest contact bookings@hedonhouse.com; or
 - (ii) forfeit your booking.

8.4. Overnight bookings

If you cancel your booking:

- (a) 22 or more days before your booking date, you may:
 - (i) Change to another available date; or
 - (ii) receive a full refund of any funds paid, up to the total booking price, less a 4% service fee.

- (b) 14 - 21 days before your booking date, you may:
 - (i) elect to change the booking to another available date with a service fee of 5% of the base booking price; or
 - (ii) receive a credit voucher or refund equal to 90% of any funds paid, up to the total booking price.

- (c) 8 – 13 days before your booking date, you may:
 - (i) elect to change the booking to another available date with a service fee of 15% of the base booking price; or
 - (ii) receive a credit or refund equal to 60% any funds paid, up to the total booking price.

If you have an overdue balance, our non-payment rules (see 6.7) may supersede these rules.

- (d) 3 – 7 days before your booking date, you may:
 - (i) elect to change your booking to another available date with a service fee of 25% of the base booking price; or
 - (ii) receive a credit voucher or refund of 30% of the total booking price.
 - (iii) For your change or cancellation to qualify under this rule, notice must be received by 11:59pm, 3 days before the booking date. See (8.2) for further information.

- (e) 2 or fewer days before your booking date, you may:
 - (i) transfer your booking to another guest by having that guest contact bookings@hedonhouse.com; or
 - (ii) forfeit your booking.

8.5. 'Base booking price' refers to to the standard booking fee for your selected booking type. 'Total booking price' refers to the base booking price, plus any fees related to add-ons. Change or cancellation fees and other penalties are excluded from calculations for refunds or credits made under this rule (7). All booking prices are those advertised on our website on the date the booking was made.

8.6. If you choose to reschedule your booking to a later date, the change must be made within 7 days of you notifying us of your cancellation.

8.7. If you choose to reschedule your booking to a later date, and our Fees for the Venue increase before your new booking date, we may charge you the difference between the original fees at the time you made your initial booking and the updated Fees.

- 8.8. If you elect to change your booking on three or more occasions, we may also charge you a reasonable administration fee of \$50 for the time and materials taken to process your change requests.

Bookings impacted by COVID-19

- 8.9. In acknowledgement of COVID-19 as a mass disabling event and ongoing concern for the health and safety of our team and guests, if your booking change is due to the onset of COVID-19 symptoms or a confirmed case, and you have notified us of such circumstances in accordance with the timeframes set out in the agreement at the time of booking, you will be entitled to the change, refund or credit in the period preceding the notice period in which you gave notice. i.e. if you notify us of COVID-19 symptoms within 48 hours of your booking start date and time, you may elect to change your booking to another available date with a service fee of 25% of the base booking price; if you notify us 3+ days before your booking you may elect to change the booking to another available date with a service fee of 15% of the base booking price; etc.

Cancellation by us

- 8.10. We may cancel your booking if:
- (a) a Force Majeure Event occurs (see clause 11); or
 - (b) in our reasonable opinion:
 - (i) you or any of your guests have previously damaged any Inclusions, provided false information when you originally placed your booking, breach these Terms and/or the Guest Guide, or for any other reason in our sole discretion (acting reasonably); or
 - (ii) an event has occurred causing the Venue to be unsafe or inappropriate to host you, in which event we will refund you 100% of the Fees.
- 8.11. If we cancel your booking for any reason other than as set out in clause 6.7, we will either provide you with (at your discretion):
- (a) an opportunity to reschedule your booking for another available date; or
 - (b) a full refund or credit.
- 8.12. Refunds will be processed at our discretion, using the original payment method where possible, and within a reasonable timeframe from the date of approval.

9. Lost property

- 9.1. We are not responsible for any property or belongings you leave behind at a Venue.
- 9.2. You may:
- (a) arrange a time to collect the item at a time and location agreed upon by both parties;

- (b) arrange for the item to be shipped to you at the cost outlined in Schedule 1(e).
- 9.3. If you fail to arrange for the item to be shipped or collected within a reasonable period determined by us, we may dispose of the item without liability to us.
- 9.4. Inclusions removed from the premises must be returned at your expense within 3 business days of us notifying you of the missing inclusion. We will provide the necessary details for postage or drop-off at the time of notification.

10. Privacy

- 10.1. Each party must comply, and must ensure their Personnel comply, with all applicable Privacy Laws in respect of the collection, disclosure, receipt, security, storage, handling, and use of any personal information, including obtaining all necessary consents and approvals.
- 10.2. We maintain other terms and policies that supplement these Terms like our Privacy Policy. If you provide us with yours' or someone else's personal information, you:
 - (a) must do so in compliance with applicable law;
 - (b) must be authorised to do so; and
 - (c) authorise us to process that information under our [Privacy Policy](#).

11. Indemnities

- 11.1. To the maximum extent permitted by applicable law, you agree to indemnify, and hold us harmless from and against any Losses, including reasonable legal fees, arising out of or in connection with:
 - (a) your breach of clauses 3, 4, 6 and 7 of these Terms;
 - (b) personal injury, death or illness;
 - (c) property damage;
 - (d) product liability claims, including from your use of the Inclusions;
 - (e) your breach of any applicable laws or regulations; and/or
 - (f) any third party claim against us in connection with the items set out in clauses 9.1(b) - 9.1(e) above.
 - (g) except to the extent caused by our gross negligence, or the gross negligence of our Personnel.

12. Release and limitation of liability

- 12.1. You acknowledge and agree that your use of the Venue, including any of its Inclusions, is entirely at your own risk. You release us and our Personnel from all claims, actions, proceedings, costs and Loss arising from your use of or access to the Venue and its Inclusions,

including any personal injury, death, illness or property damage, or claims related to any personal injury, death, illness or property damage. For the avoidance of doubt, we disclaim all liability for defects or failures of the Inclusions that are attributable to manufacturing defects, normal wear and tear, or improper use by you or other third parties. It is your responsibility to ensure that any equipment provided is suitable for your intended use.

12.2. Notwithstanding any other provision of this agreement and to the fullest extent permitted by law:

- (a) our aggregate liability in connection with this agreement whether in contract, tort (including negligence), statute or otherwise will not exceed an amount equal to the Fees you pay us; and
- (b) we are not liable, whether such liability is based on breach of contract, tort (including negligence), statute or otherwise for any Consequential Loss, indirect, incidental, punitive or special Losses of any kind (including loss of profit, loss of opportunities, reputational damage or business interruption).

12.3. We accept no liability for loss of or damage to your possessions or valuables.

13. Force Majeure

13.1. If a Force Majeure Event occurs, the affected party must notify the other party and the obligations of the party will be suspended to the extent that they are affected by the relevant Force Majeure Event until that Force Majeure Event has ceased.

13.2. If a Force Majeure Event continues for more than 5 days, and the parties cannot reasonably agree to a reschedule Booking Period (and/or you do not wish to reschedule the booking), then you will be released from any obligation to pay any part of the Fee and we will refund you all pre-paid fees immediately upon such termination.

14. Variations

14.1. When we propose changes to these Terms, we will post the revised Terms on our website, and update the "Last Updated" date at the top of these Terms. If you have made a booking under a previous version of the Terms, we may also email you a summary of the changes notifying you of those changes.

14.2. If the proposed changes to these Terms relate to your Bond, cancellations or your liability under this agreement:

- (a) we will provide you with notice of the proposed changes by email notification or any other contact method at least 14 days before the date they become effective; and
- (b) you will be asked to explicitly accept the revised Terms, and such notice will also inform you about your right to reject the proposed changes and the timeframe to do so. If you do not respond to our notice, you will be deemed to have accepted the latest version of the Terms. If you reject the proposed changes, you may choose to continue under the previous version of the Terms which were in effect at the time of your booking.

- 14.3. If we cannot accommodate your request to continue under the previous version of the Terms, you will have the option to cancel your booking without additional charge. We may also, at our discretion, offer you a credit for future bookings.
- 14.4. In case of any non-material changes to these Terms which do not affect its essential provisions, your decision to book one of our Venues after the effective date of the proposed changes will constitute acceptance of the revised Terms.

15. General

- 15.1. A notice, consent or other communication under this agreement is only effective if it is in writing, signed by or on behalf of the party giving it and it is received in full and legible form at the addressee's address or email address.
- 15.2. This agreement contains the entire understanding between the parties concerning the subject matter of the agreement and supersedes all prior communications.
- 15.3. The failure of either party to enforce any provisions under this agreement will not waive the right of such party thereafter to enforce any such provisions.
- 15.4. If any term or provision of this agreement is held by a court to be illegal, invalid or unenforceable under the applicable law, that term or provision will be severed from this agreement and the remaining terms and conditions will be unaffected.
- 15.5. This agreement is governed by, and construed in accordance with, the laws of New South Wales, Australia. The parties agree to submit to the non-exclusive jurisdiction of the courts of New South Wales.
- 15.6. This agreement may not be amended or varied unless the amendment or variation is in writing.
- 15.7. Neither party may assign, transfer or otherwise deal with this agreement or any right under this agreement without the prior written consent of the other party, which must not be unreasonably withheld.
- 15.8. Any warranty, indemnity, or obligation of confidentiality in this agreement will survive termination. Any other term which by its nature is intended to survive termination of this agreement survives termination of this agreement.

16. Definitions and interpretation

- 16.1. In these Terms, unless context otherwise requires:
- (a) **Bond** means a security deposit to secure us against any potential damages, breaches, or liabilities incurred during the Booking Period.
 - (b) **Booking Period** means the duration of your stay at a Venue from check-in to check-out.
 - (c) **Consequential Loss** means any Loss that does not arise naturally in the ordinary course of things from the event or circumstance giving rise to the Loss.

- (d) **Force Majeure Event** means any act, event or cause including earthquakes, cyclones, floods, fires, lightning, storms or other acts of god, strikes or industrial disputes, riots, terrorist acts, civil disturbances, breakages of machinery, or industrial conditions, or arising out of any other unexpected and exceptional cause, delays in transportation and dispositions or orders of governmental authority, which:
 - (i) directly or indirectly results in a party being prevented from or delayed in performing any of its obligations under this agreement; and
 - (ii) is beyond the reasonable control of that party.
- (e) **Fee** means the amount payable by you to us in accordance with the pricing set out at the time of booking on our website.
- (f) **GST** has the meaning given to that term in *A New Tax System (Goods and Services Tax) Act 1999*.
- (g) **Guest Guide** means the house guide we make available to you in a digital and/or hard copy prior to your booking, and includes rules and expectations around usage of the space and Inclusions.
- (h) **Inclusions** means any specialty furnishings, objects, supplies, furniture and fittings we provide in our sole discretion at the Venue, and subject to availability.
- (i) **Loss** means any judgment, debt, damage, loss, cost, expense or liability howsoever arising and whether present or future, fixed or unascertained, actual or contingent whether at law, in equity, or otherwise.
- (j) **Personnel** means any of our employees, subcontractors, agents, personnel and/or other representatives.
- (k) **Privacy Laws** means the *Privacy Act 1998* (Cth) and any other equivalent or similar State or Territory legislation.
- (l) **Privacy Policy** means the policy located on our website, as amended by us from time to time.
- (m) **Prohibited Activity** has the meaning given to that term at clause 4.1(g).
- (n) **Taxable Supply** has the meaning given to that term in *A New Tax System (Goods and Services Tax) Act 1999*.
- (o) **Venue** means the premises you select when you make a booking with Siomas Management.

16.2. In this document unless the context otherwise requires:

- (a) clause and subclause headings are for reference purposes only;
- (b) the singular includes the plural and vice versa;

- (c) where a word or phrase is defined its other grammatical forms have a corresponding meaning;
- (d) references to statutes include all statutes amending, consolidating or replacing such statutes;
- (e) \$ means the lawful currency of Australia;
- (f) any reference to a party to this document includes its successors and permitted assigns;
and
- (g) the use of the word "includes" or "including" is not to be taken as limiting the meaning of the words preceding it.

Schedule 1 – Estimated additional costs

The list of estimated prices and charges below is an estimate only. Siomas Management Pty Ltd reserves the right to adjust the prices up or down to reflect the actual costs incurred in the circumstances, taking into account the nature and extent of the additional services or repairs required, including the extent of the damage and any other relevant factors. Please refer to the Guest Guide for the standard cleaning times corresponding to each booking length.

1. Replacement costs: market value for the relevant Inclusion of similar value to the original as at the date of replacement.
2. Repair costs
 - (a) Repair to Venue: Actual cost of labour for repair, plus an additional 10% administrative fee.
 - (b) Repair to Inclusions: Actual cost of labour for repair, plus an additional 10% administrative and transportation fee.
3. Cleaning costs
 - (a) Additional cleaning time (Standard Cleaning Fee): \$50 per hour
 - (b) Additional cleaning time (Non-Standard Cleaning Fee): \$75 per hour
 - (c) We are entitled to determine whether additional cleaning requires a Standard Cleaning Fee or Non-Standard Cleaning Fee in our sole discretion, acting reasonably.
4. Late check-out fees
 - (a) Pre-negotiated: \$35 per hour
 - (b) Un-negotiated: \$100 per hour
5. Postage and handling fees for returned property
 - (a) Postage: market value for the requested shipping method and packaging materials.
 - (b) Staff time, if required: \$40 per hour.
6. All costs in this schedule are billed at full hour increments. No partial hour or pro-rata charges apply.
7. Standard Cleaning Fee: Covers regular cleaning based on standard use in compliance with the Guest Guide e.g. vacuuming, mopping, sanitising items and surfaces, standard laundry and disposal of rubbish.
8. Non-Standard Cleaning Fee: Applies to extraordinary cleaning needs that exceed standard inclusions, e.g. hazard or biohazard cleaning, extensive or repetitive stain treatment.