



Short Stays Canberra

A Guide on Running Airbnb Under Management

Contents Page:

What Is Short Stays Management?

Process Breakdown

Property Onboarding Process

Listing Creation & Marketing

Pricing & Revenue Management

Guest Communication

Booking Management

Cleaning Operations

Linen & Restocking

Maintenance Procedures

Check-In & Check-Out Systems

House Rules & Guest Screening

Emergency Procedures

Reviews & Reputation Management

Financial Management & Payouts

Monthly Reporting

Staff Roles & Responsibilities

Technology & Software Used

Key Management Systems

Property Inspections

Compliance & Insurance

Managing Owner Relationships

Frequently Asked Questions

Appendices & Templates

What Is Short Stays Management

Welcome to Short Stays. By this point, we assume you have decided that short stay accommodation, such as Airbnb, is the investment strategy you would like to pursue. Whether your decision has been driven by flexibility, maintaining access to your property, increasing cash flow, or taking advantage of seasonal demand and higher nightly rates, short stay hosting can be a highly rewarding investment when managed correctly.

Operating a successful Airbnb involves far more than simply listing a property online. From presentation and guest communication to pricing strategies and ongoing maintenance, every detail contributes to the guest experience and overall performance of the property. This manual has been created to provide an understanding of how managed hosting operates and the systems involved in handing over your Airbnb to a trusted company for management.

One of the key benefits of managed hosting is the flexibility it provides to property owners. Under management, owners can choose to be as involved or as hands-off as they would like throughout the hosting process. Some owners prefer regular updates and involvement in decision making, while others prefer a fully managed experience where all day-to-day operations are handled on their behalf.

At Short Stays Canberra, we tailor our management approach to suit each owner's preferences. Whether you would like to oversee pricing decisions, approve maintenance items, or simply receive monthly reports while we manage everything else, our systems are designed to provide both transparency and flexibility. Our goal is to make hosting as seamless and stress-free as possible while ensuring your property performs to its full potential.



Short Stays Timeline



What can you expect?

The following is a standard breakdown of the responsibilities typically associated with professionally managed short stay accommodation. While some items generally remain the owner's responsibility, we understand that every property and owner situation is different.

At Short Stays Canberra, our focus is on creating a simple, seamless, and stress-free experience for owners. Where reasonably possible, we are happy to assist in coordinating or helping manage items that may traditionally fall under owner responsibilities. Our goal is to provide flexible support and practical solutions to ensure your property operates smoothly and performs at its highest potential.

Whether it is organising maintenance, assisting with utilities setup, coordinating trades, or helping prepare the property for guests, we aim to make the process as easy and hands-off as you would like it to be.

Our Standard Inclusions	Elective Additional Services	Owner Responsibilities
Photography	Gardening - Mowing	Fencing
Ad Writing	Furnishing	Land Taxes/Rates
Listing/Publishing	Linen Purchase	Utilities - High Priority
Engaging and Coordinating Cleaning	Initial Deep Clean	Wifi + Netflix
Guest Communications	Cutting of Spare keys (4 sets ideal)	Provide functioning keys
Insurance Claims		
Stock Checks and Management		
Guest Gifts		
Guest Screening		
Creating House Rules and Guest Books		

Process Planning



Site Visit

The site visit is our first major planning and consultation stage. During this visit, we assess the property from both an operational and guest experience perspective to help ensure the home is prepared for successful short stay accommodation.

We will walk through the property while “thinking like a guest,” identifying opportunities to improve comfort, functionality, presentation, and overall flow. During this stage, we will also conduct a general risk assessment, take measurements, and prepare floorplans to minimise the need for repeated access to the property throughout the setup process.

Where possible, we would appreciate a lockbox being installed during this first visit, along with a full set of keys. This allows our team, cleaners, stylists, photographers, and trades to access the property efficiently without requiring owner attendance for future visits.

The floorplan created during this stage will later be used within the property listing and also referenced during furniture planning and styling.

We will identify any items that should ideally be repaired, updated, or addressed prior to welcoming the first guest. If required, we can assist by preparing supplier recommendations and obtaining quotes for owner review and approval.

Following the site visit, our team will typically spend the next 2-3 days preparing:

- a full inventory list
- furnishing recommendations
- styling concepts
- furniture schedules
- operational setup requirements

This planning process helps create a clear roadmap for preparing the property for launch while ensuring the setup remains organised, efficient, and aligned with the target guest market.

This is also where we finalise what you would like to organise, and what you would like us to manage!

Scope Agreement

Section 1: Do you agree for Short Stays Canberra to manage:

- | | Y | N |
|---|--------------------------|--------------------------|
| 1. Guest communications | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Seasonal Pricing | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Photography | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Ad Writing | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Listing/Publishing | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Engaging and cleaners for guest swap overs | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Guest communications | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Insurance claims | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Stock inventory | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Guest gifts | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Guest screening | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. House rule book | <input type="checkbox"/> | <input type="checkbox"/> |

Section 2: Do you need any additional services listed below:

- | | Y | N |
|--------------------------------|--------------------------|--------------------------|
| 1. Gardening (ongoing) | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Furnishing | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Linen | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Initial deep clean | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Spare key preparation | <input type="checkbox"/> | <input type="checkbox"/> |

Section 3: You understand your responsibilities and are able to:

- | | Y | N |
|--|--------------------------|--------------------------|
| 1. Complete all the items in section 2 that you have marked as "no" | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Ensure the premises is secure | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Coordinate payment and mailing of land tax/rates | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Ensure that relevant utilities are set up and paid in a timely manner | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Have installed wifi and added Netflix as a guest amenity | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Can provide at least 1 set of keys | <input type="checkbox"/> | <input type="checkbox"/> |

Notes:

Please allow 1 business day for us to issue a variation agreement to be issued to account for any additional services you may have requested us to organise from Section 2. If this includes furnishing, we will need a few additional days to get you rmore details. If you need our assistance with Section 3, please add details to the notes section above.

Name:

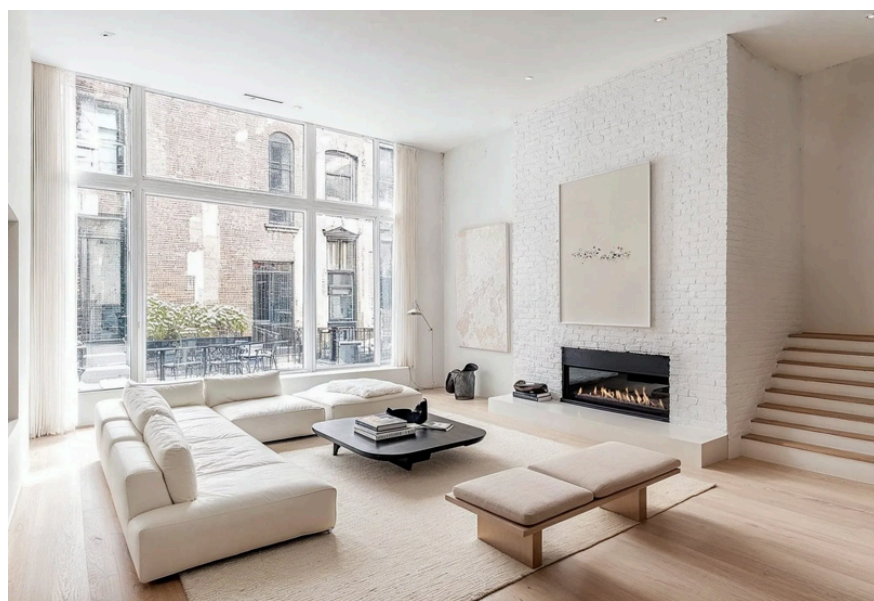
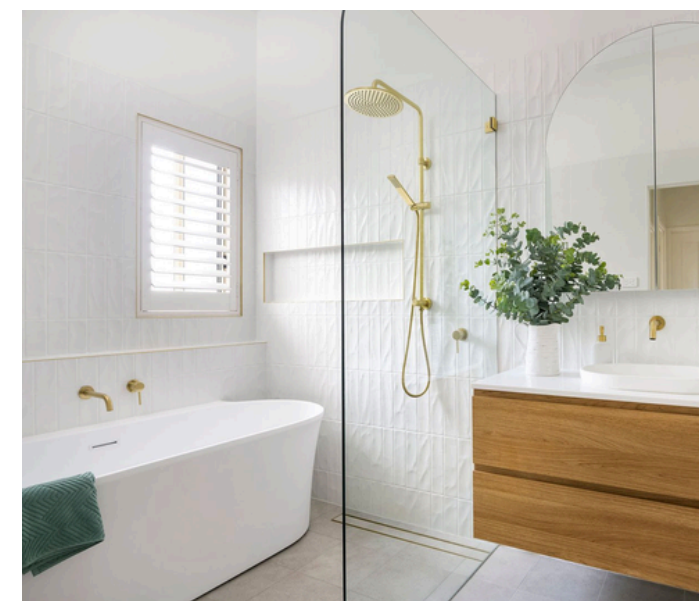
Signature:

Date:

Short Stays Address:



Furniture - Concept Model

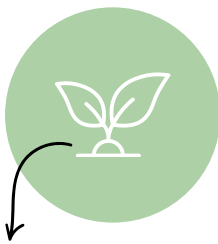


Furniture Concept

When furnishing a property for Airbnb, the best approach is minimal, Nordic/Scandinavian-inspired, light and calming. Think neutral tones, natural textures, clean lines, and practical comfort. This style photographs beautifully, appeals to the widest range of guests, and creates a space that feels fresh, welcoming, and easy to relax in—exactly what short-stay guests are looking for.

Over-investing in expensive furniture or leaning into highly creative or niche design themes won't convert to recover the investment. Bold colours, unusual layouts, or statement pieces may suit a personal home, but they don't always translate well for short stays where guests want simplicity, functionality, and familiarity. A neutral, timeless aesthetic also wears better over time, is easier to maintain, and allows you to refresh the space affordably as trends change.

The goal isn't to impress a specific taste—it's to create a universally appealing, calming experience that feels effortless, cozy, and comfortable for every guest who walk through the door.



Bring natural colours into the home like green through accents in art works and plants, larger plants are strong and can withstand lower maintenance - only being watered 1-2 times a week when cleaners visit.

Smaller plants can be substituted for good looking artificial plants.



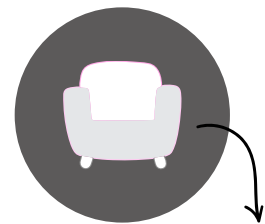
Walnut woods compliment greener and plants well. It looks more sophisticated and expensive than pine wood, and is becoming more accessible in more affordable retailers like Bunnings, Mocha and Kmart.



Beige is a comforting colour, it is relaxing and cozy. It is a natural earth tone and works well with plants and wood pieces.

Beige looks like a quietly elevated colour.

Add blankets, coffee table books or statues/vases for shape.



For items that get a lot of use, use dark grey. Not as harsh as black, and very accessible it is a strong finish colour to make a place look structured.

Ideal for couches that get a lot of use and are prone to dirt.

Please note: if you already have furniture that works for the space, we would encourage using this! The aim is not to start fresh, or to contribute to over-consumption, but this is the idea concept map we use for empty properties.



Bedroom Furniture	\$885	Bed, Mattress, Rug, Mirror, Side Table
Bedroom Finishings	\$550	Sheets, Pillows, Books, Candles, Lamps
Living Room Furniture	\$1,737	Couch, Rug, Side tables, Tv, Tv Consol
Living Room Finishings	\$265	Books, Candles, Games, Lamp, Blanket
Kitchen + Laundry	\$1,690	Fridge, Miscellaneous Items + Cookery
Total	\$5,127	GST incl, Delivery Excl

This furniture example is based on a 1 bedroom, 1 bathroom apartment.

Taking into account all rooms, miscellaneous changes, and potential delivery fees, the total furnishing cost should not exceed \$5,500. The following pages will show how we use low cost suppliers to source and deliver furniture.

If you are time poor, we would recomend using airtasker, seek or facebook to find a young person willing to help assemble everything for you. Alternatively, tell us what you like and sit back! We will create a budget, a plan and commence orders as soon as you are confident in our plan!

Room Type: Bedroom - Furniture

Room Quantity: 1



[Bed Frame Link - \\$239 \(Kmart\).](#)



[Mattress Link - Queen \\$329 \(Fantastic Furniture\).](#)



[Bed Side Table Link x 2 - \\$65 \(Kmart\).](#)



[Mirror Link - \\$72 \(Kmart\).](#)



[Floor Rug Link - \\$115 \(Kmart\).](#)

Estimated Bedroom Furniture Cost: \$885

Cost is estimated on total number of rooms of the same type.

Room Type: Bedroom - Finishings

Room Quantity: 1

Sheet Set	Quantity: 3	<u>Fitted Sheet, Flat Sheet, 2 x Pillow cases - \$34</u>
Bed Side Lamps	Quantity: 2	<u>Hazel Table Lamp - \$29</u> <u>Globes - \$7</u>
Pillows and Duvet	Pillow Quantity: 4 Duvet Quantity: 2	<u>High Profile Pillow - \$16</u> <u>Duvet All Seasons - \$34</u>
Duvet Covers	Quantity: 3	<u>Ruffle Stripe Green Queen Cover - \$49</u>
Decorative Books	Quantity: 2	<u>Large Book - \$29</u> <u>Small Book - \$10</u>
Throw Blankets + Pillows	Pillow Quantity: 2 Blanket Quantity: 1	Pillows - Approx \$25 Blanket - Approx \$15
Candles	Quantity: 2	<u>Small - \$7</u>
Wall Art	Quantity: 1	Approx \$25



Estimated Bedroom Finishings Cost: \$550

Cost is estimated on total number of rooms of the same type.

Room Type: Living Room- Furniture

Room Quantity: 1



[Rug Link - \\$115 \(Kmart\).](#)



[Couch Link - \\$679 \(Ikea\).](#)



[Coffee Tables Set of 2 Link - \\$59 \(Kmart\).](#)



[TV 58' - \\$595 \(Bing Lee\).](#)



[TV Consol Unit - \\$289 \(Kmart\).](#)

Estimated Living Room Furniture Cost: \$1,737

Cost is estimated on total number of rooms of the same type.

Room Type: Living Room - Finishings

Room Quantity: 1

Throw Blanket Decorative Pillows	Quantity: 3	\$60
Standing Lamp	Quantity: 1	\$25
Decorative Plants	Pillow Quantity: 4	\$60
Decorative Candles	Quantity: 3	\$30
Wall Art	Quantity: 2	\$45
Board Games	Quantity: 3	\$45



Estimated Living Room Finishings Cost: \$265

Cost is estimated on total number of rooms of the same type.

Room Type: Kitchen + Laundry

Room Quantity: 1



Fridge Link - \$599
(BingLee)



Dinner Table Link - \$239
(Kmart)

Dinner Chair 2 Set Link - \$118
(Kmart)



Washing Machine Link - \$229
(Bing Lee)

Throw Blanket Decorative Pillows	Quantity: 3	\$60
Cups + Mugs	Quantity: 1	\$25
Plates + Bowls	Pillow Quantity: 4	\$60
Cutlery	Quantity: 3	\$30
Cooking Accessories	Quantity: 2	\$45
Board Games	Quantity: 3	\$45
Kitchen Buffer	Toasters, Kettle, Iron, Drying Rack	\$300

Estimated Living Room Furniture Cost: \$1,690

Cost is estimated on total number of rooms of the same type.

Property Preparation



Building and Placing Furniture

Property preparation is the longest part of our process. We allow up to 2 weeks for this stage, although slight delays may occur depending on shipping times.

Our team will receive and coordinate all furniture deliveries at our office, then transport the relevant items to the property on the scheduled installation day.

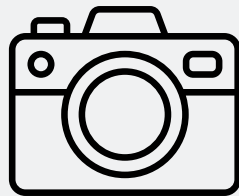
We will:

- Dispose of all cardboard packaging
- Assemble all furniture on-site

Please allow up to 5 business days for all furniture to be fully assembled and the property to be ready for styling/review.



Listing Marketing



Where is your Airbnb?

One of the most important parts of creating a successful Airbnb is understanding your local area and identifying the type of guests most likely to book your property. Every location attracts different travellers, and tailoring your property to suit them can significantly improve your bookings and reviews.

We start by researching what brings people to the area. Are guests visiting for wineries, beaches, business trips, sporting events, family holidays, or weekend escapes? Understanding the main attraction will help shape everything from your styling and amenities to your pricing and listing description.

For example:

- A city apartment may attract business travellers looking for convenience and fast Wi-Fi.
- A countryside property may appeal to families, groups, or couples seeking relaxation.
- A beach house may attract holidaymakers wanting outdoor spaces and entertainment areas who would appreciate beach balls and pool floaties.

It is also helpful to look at other successful Airbnb listings nearby. Pay attention to:

- Their styling
- Pricing
- Guest reviews
- Amenities offered
- The type of guests they seem to target

Once you understand your ideal guest, you can design the experience around them. Families may appreciate high chairs, games, and secure yards, while couples may value luxury bedding, fireplaces, and romantic styling touches.

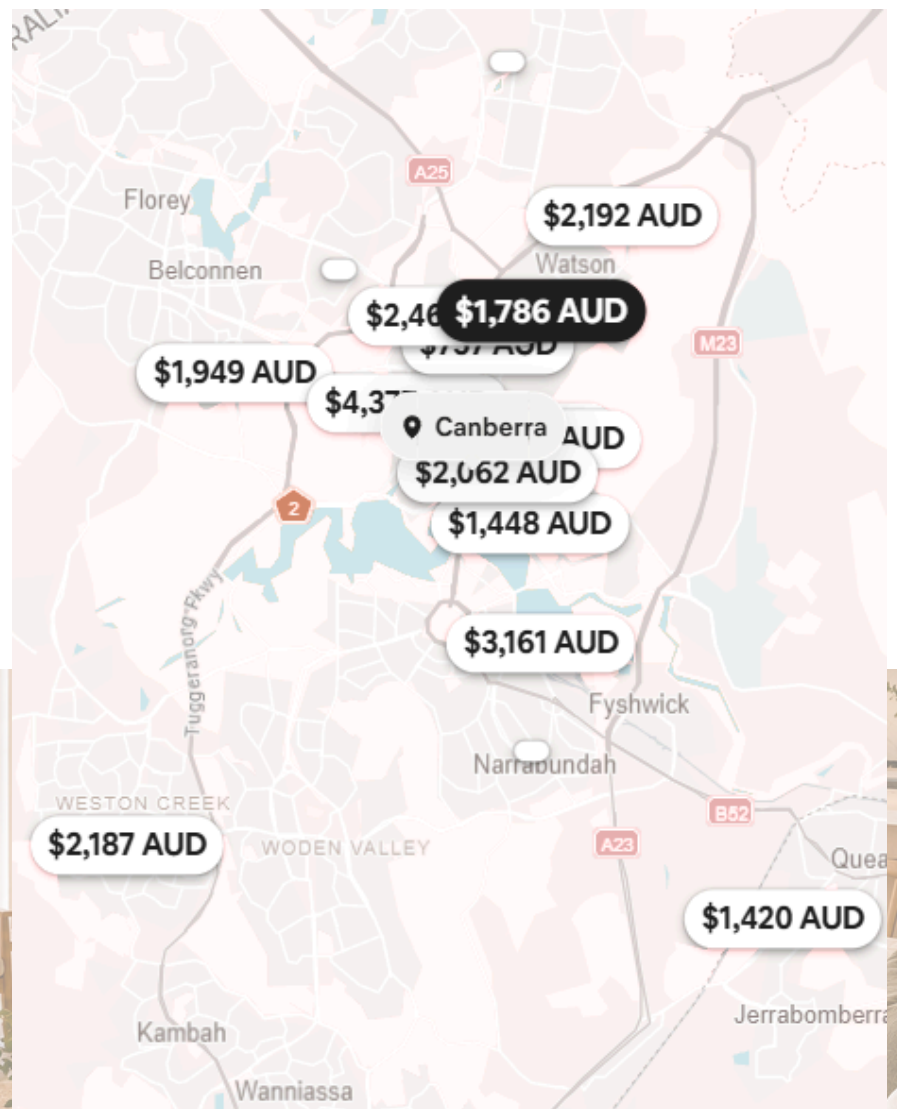
The most successful Airbnb properties are not designed for everyone — they are designed with a specific guest in mind. By understanding your area and tailoring your property to suit the people visiting it, you create a more memorable stay and increase your chances of consistent bookings.



Things that we take off your hards in the listing and publishing phase:

- Photography
- Ad Texts
- Pricing
- Account Maintenance
- Calender Revisions

If there is anything you are ever unsure of, we have a 3 hour communication guarantee Monday - Sunday from 9am - 7pm. Out of these hours, we try our best to get back to you at the earliest opportunity!



Publishing





Post Live Listing

Once the listing is live, you can sit back and relax. We will provide you access to the calendar, and are always available for communications via the phone, email or text.

Airbnb pay outs will be made directly to your account as we are able to split income channels from other listings in this platform. Booking.com and VRBO will be held in our account and issued as a refund to you at the end of the month, or as a credit against expenses.

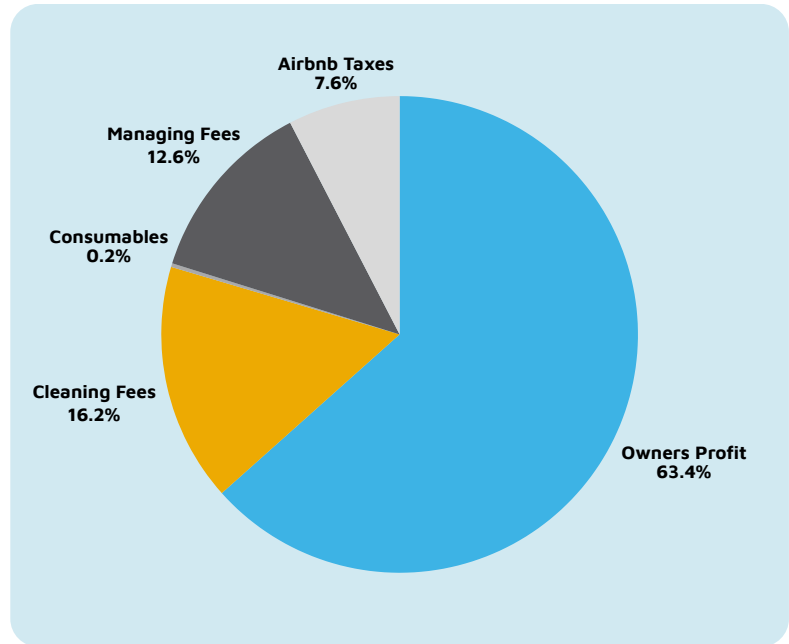
We create detailed reporting every month, if there is anything you feel may be missing, we would be happy to improve! There is an example report on the next page, noting this isnt to show income but rather information and detail!+



Financial Report - 58 MacLeay Street, Turner

Reporting Period: 27th February 2026 - 31st March 2026
32 available nights

Completed: 01/04/2026



Gross Income: \$10,034.73

Net Income: \$6,351.73

Occupancy Rate: 93.75%

Nights Book: 30 Nights

Consumables: \$25.00

Management Costs: \$1,260

Cleaner Bookings: 9 x \$180.00

Cleaning and Laundry: \$1,620.00

April Confirmed Bookings:

25 nights confirmed

Average Nightly Gross Rate: \$334.49

Average Nightly Net Rate: \$211.72

Reservation Payout Breakdown

Total Reservations: \$8,204.73
Airbnb Service Fees Paid: \$761.56
Guest Cleaning Fee Contributions: \$1,830

Note: Actual cleaning came to \$1,620 as the cleaner was replaced for a more economical one.

Owner Payout: \$9,256.73
Owner Profit After Cleaning Deducted: \$7,636.73
Management Fees (15% + gst): \$1,260

Total Reservations: This is the value that guests have paid. This includes taxes, cleaning and accommodation night costs.

Airbnb Service Fees: These are fees taken by the platform before payout.

Guest Cleaning Fee Contribution: This is what guests pay as a fixed value regardless of nights spent at Airbnb to cover changeover costs. This fee is exactly the price that the cleaner charges - no profit margins are taken.

Owner Payout: is the amount of money that Airbnb, or the respective platform pays for the booking after deducting service fees. Airbnb payout is sent to the home owner, while other platforms require a bridging account which is held by Short Stays Canberra until the end of the month.

Owner Profit After Cleaning Deducted: this is the profit after the cleaners actual costs and service fees are deducted (OPCD).

Management Fees: Are calculated as a percentage of the OPCD as per the management agreement.

Consumables: Purchased on a needs basis, this includes biscuits, milk, tea, coffee, sugar, oil, salt/pepper, foil, personal soaps.

Number of bookings: is the number of bookings started in the reporting period

Nightly earnings represent the income generated from the guest's stay based on the nightly rate and the number of nights booked. This is the core revenue for the accommodation itself before any deductions or additional costs.

Cleaning fees are separate charges added to each booking to cover the cost of preparing the property before and after a guest's stay. These fees are typically passed through to cover professional cleaning and are not considered profit from the nightly rate.

Service fees are deducted by Airbnb for providing the platform, payment processing, customer support, and booking management services. These fees are automatically withheld before the payout is released.

Total payout is the final amount transferred after adding the nightly earnings and cleaning fees, then subtracting Airbnb's service fees. This reflects the actual amount received for the booking.

Number of bookings: 9 individual bookings (1 cancellation)

Average Stay Length: 3.3 nights



Earnings

\$259.00 x 2 nights	\$518.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$130.94 AUD

Total (AUD) **\$637.06 AUD**



Earnings

\$229.75 x 4 nights	\$919.00 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$187.39 AUD

Total (AUD) **\$911.61 AUD**



Guests **4** Status **NEW**

Total price **A\$1,120.00**

Checkin & Checkout information **2026-03-05 > 2026-03-09**

Contact info

A\$1,120.00 of A\$1,120.00

Reservation Payout Breakdown



Earnings	
\$250.00 x 3 nights	\$750.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$33.00 AUD
Total (AUD)	\$967.00 AUD



Earnings	
This reservation was cancelled.	
Total (AUD)	\$793.83 AUD



Earnings	
\$268.48 x 4 nights	\$1,073.90 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$213.79 AUD
Total (AUD)	\$1,040.11 AUD



Hostaway

Guests: 4 Status: **NEW**

Total price: A\$825.00

Checkin & Checkout information: 2026-03-16 > 2026-03-19

Contact info

A\$825.00 of A\$825.00

Paid



Earnings	
\$250.00 x 3 nights	\$750.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$33.00 AUD
Total (AUD)	\$967.00 AUD



Earnings	
Accommodation	\$875.00 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$179.88 AUD
Total (AUD)	\$875.12 AUD



Hostaway ID

Guests: 5 Status: **NEW**

Total price: A\$1,120.00

Checkin & Checkout information: 2026-03-27 > 2026-03-31

Contact info

A\$1,120.00 of A\$1,120.00

Paid

Credits:

Vrbo payment of \$3,065 made into company account.

Cancellation:

Booking was cancelled outside of the cancellation window

Cleaning and Laundry Breakdown

2026		MARCH				
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

9 x changeover cleanings

Performed by: Sam Gyali - 360 Cleaning
\$180/cleaning with linen

March Cleaning + Laundry Costs: \$1,620

Upcoming Confirmed Bookings

2026		APRIL				
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Confirmed Bookings in March for April:
25 nights



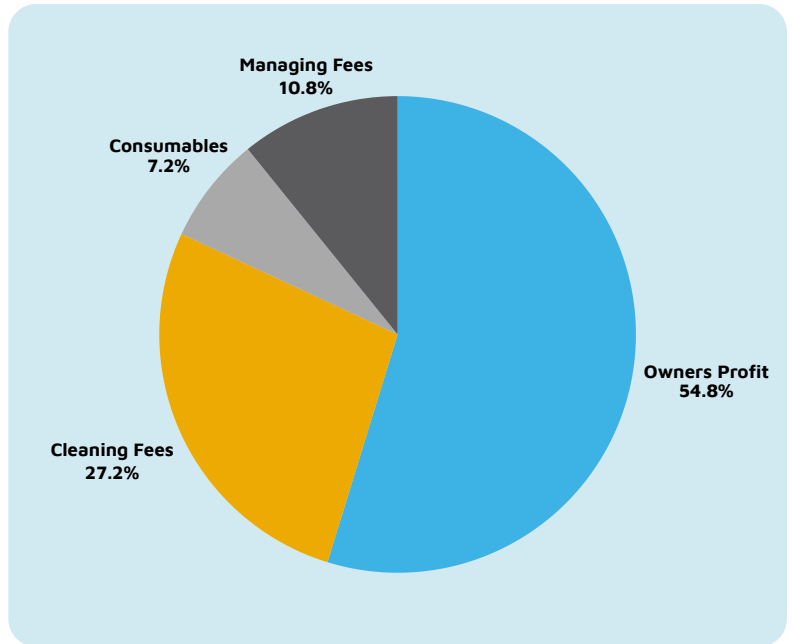
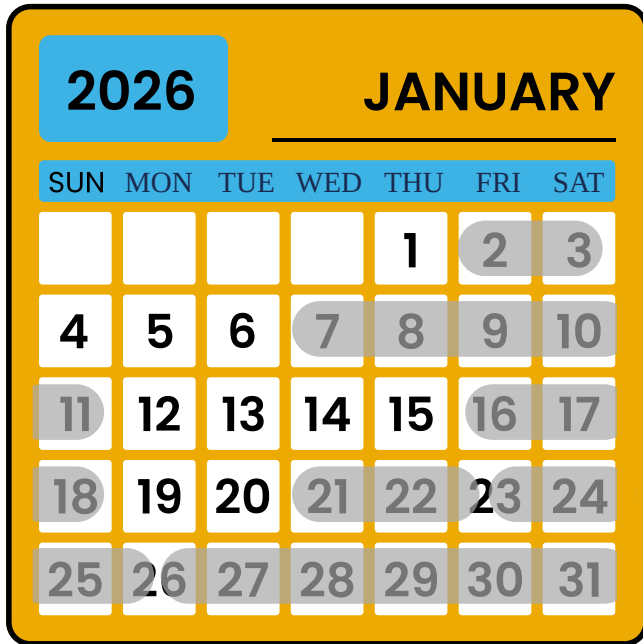
**Historic Reports -
58 MacLeay Street, Turner**



Financial Report

58 MacLeay Street, Turner

Reporting Period: 1st January 2026 - 31st January 2026
Completed: 4/02/2026



Gross Income: \$5,592.10
Net Income: \$3,022.36

Occupancy Rate: 58%
Nights Book: 18 Nights

Consumables: \$400.00
Management Costs: \$597.24

Cleaner Bookings: 6 x \$250.00
Cleaning and Laundry: \$1,500.00

February Month: 18 nights booked

Average Nightly Gross Rate: \$310.67
Average Nightly Net Rate: \$167.89

Reservation Payout Breakdown



Earnings	
\$250.00 x 1 night	\$250.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$16.50 AUD
Total (AUD)	\$483.50 AUD



Earnings	
\$250.00 x 4 nights	\$1,000.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$41.25 AUD
Total (AUD)	\$1,208.75 AUD



Earnings	
\$250.00 x 2 nights	\$500.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$24.75 AUD
Total (AUD)	\$725.25 AUD



Earnings	
\$246.05 x 2 nights	\$492.10 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$126.53 AUD
Total (AUD)	\$615.57 AUD



Earnings	
\$250.00 x 3 nights	\$750.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$33.00 AUD
Total (AUD)	\$967.00 AUD



Earnings	
Accommodation	\$1,350.00 AUD
Service fee	-\$230.17 AUD
Total (AUD)	\$1,119.83 AUD

Total Reservations: \$5,592.10
Airbnb Service Fees Paid: \$472.20
Cleaning Fee Contributions: \$1,250.00

Owner Payout: \$5,119.90
Owner Profit After Cleaning Deducted: \$3,619.60

Management Fees (15% + gst): \$597.24

Number of bookings: 6
Average Stay Length: 3 days

Nightly earnings represent the income generated from the guest's stay based on the nightly rate and the number of nights booked. This is the core revenue for the accommodation itself before any deductions or additional costs.

Cleaning fees are separate charges added to each booking to cover the cost of preparing the property before and after a guest's stay. These fees are typically passed through to cover professional cleaning and are not considered profit from the nightly rate.

Service fees are deducted by Airbnb for providing the platform, payment processing, customer support, and booking management services. These fees are automatically withheld before the payout is released.

Total payout is the final amount transferred after adding the nightly earnings and cleaning fees, then subtracting Airbnb's service fees. This reflects the actual amount received for the booking.

Cleaning and Laundry Breakdown

2026		JANUARY				
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

5 x changeover cleanings
1 x start up clean

Performed by: Margrit Gow
\$250/cleaning with linen

January Cleaning + Laundry Costs: \$1,500

Upcoming Confirmed Bookings

2026		FEBRUARY				
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Confirmed Bookings in January for February: 18 nights

As we head into February the listing has been expanded onto new platforms:

- Vrbo
- Bookings.com
- Google Stays
- Hostaway Search Engine

We are also engaging a new cleaner who is more affordable which will bring the listing costs down for people looking to book.

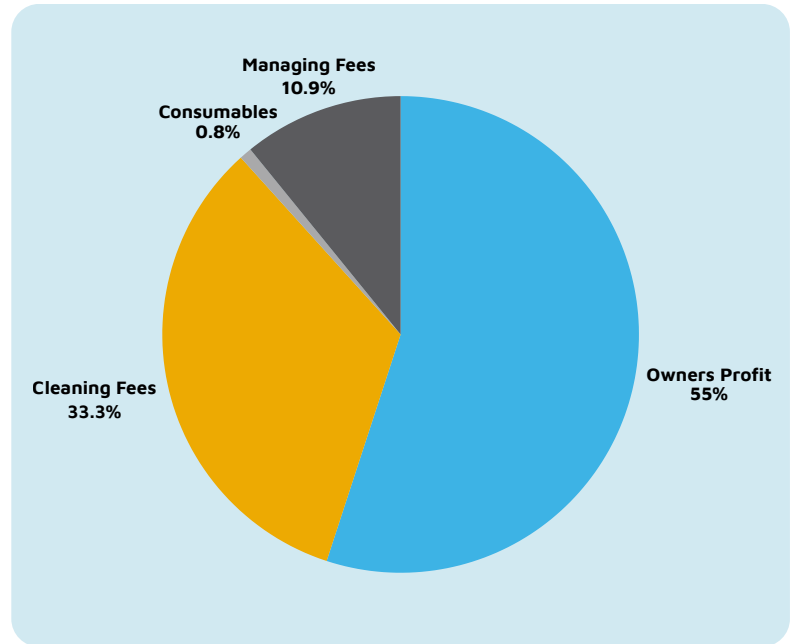
The listing benefits from reviews from the first month of operation.



Financial Report - 58 MacLeay Street, Turner

Reporting Period: 4th February 2026 - 27th February 2026
24 days

Completed: 2/03/2026



Gross Income: \$6,661.10

Net Income: \$3,272.84

Occupancy Rate: 87.5%

Nights Book: 21 Nights

Consumables: \$50.00

Management Costs: \$646.70

Cleaner Bookings: 11 x \$180.00

Cleaning and Laundry: \$1,980.00

March Bookings: 17 nights confirmed

Average Nightly Gross Rate: \$317.19

Average Nightly Net Rate: \$155.88

Reservation Payout Breakdown

Total Reservations: \$6,661.10
Airbnb Service Fees Paid: \$761.56
Guest Cleaning Fee Contributions: \$2,080
Note: Actual cleaning came to \$1,980 as the cleaner was replaced for a more economical one.

Owner Payout: \$5,899.54
Owner Profit After Cleaning Deducted: \$3,919.54
Management Fees (15% + gst): \$646.70

Total Reservations: This is the value that guests have paid. This includes taxes, cleaning and accommodation night costs.

Airbnb Service Fees: These are fees taken by the platform before payout.

Guest Cleaning Fee Contribution: This is what guests pay as a fixed value regardless of nights spent at Airbnb to cover changeover costs. This fee is exactly the price that the cleaner charges - no profit margins are taken.

Owner Payout: is the amount of money that Airbnb, or the respective platform pays for the booking after deducting service fees. Airbnb payout is sent to the home owner, while other platforms require a bridging account which is held by Short Stays Canberra until the end of the month.

Owner Profit After Cleaning Deducted: this is the profit after the cleaners actual costs and service fees are deducted (OPCD).

Management Fees: Are calculated as a percentage of the OPCD as per the management agreement.

Consumables: Purchased on a needs basis, this includes biscuits, milk, tea, coffee, sugar, oil, salt/pepper, foil, personal soaps.

Number of bookings: is the number of bookings started in the reporting period

Nightly earnings represent the income generated from the guest's stay based on the nightly rate and the number of nights booked. This is the core revenue for the accommodation itself before any deductions or additional costs.

Cleaning fees are separate charges added to each booking to cover the cost of preparing the property before and after a guest's stay. These fees are typically passed through to cover professional cleaning and are not considered profit from the nightly rate.

Service fees are deducted by Airbnb for providing the platform, payment processing, customer support, and booking management services. These fees are automatically withheld before the payout is released.

Total payout is the final amount transferred after adding the nightly earnings and cleaning fees, then subtracting Airbnb's service fees. This reflects the actual amount received for the booking.

Number of bookings: 10
Average Stay Length: 2.1 nights



Earnings	
Accommodation	\$500.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$24.75 AUD
Total (AUD)	\$725.25 AUD



Earnings	
Accommodation	\$500.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$24.75 AUD
Total (AUD)	\$725.25 AUD



Earnings	
\$220.00 x 2 nights	\$440.00 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$105.71 AUD
Total (AUD)	\$514.29 AUD

Reservation Payout Breakdown



Earnings	
\$259.00 x 2 nights	\$518.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$130.94 AUD
Total (AUD)	\$637.06 AUD



Earnings	
\$188.10 x 1 night	\$188.10 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$62.77 AUD
Total (AUD)	\$305.33 AUD



Earnings	
\$220.00 x 3 nights	\$660.00 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$143.22 AUD
Total (AUD)	\$696.78 AUD



Earnings	
\$250.00 x 2 nights	\$500.00 AUD
Cleaning fee	\$250.00 AUD
Service fee	-\$24.75 AUD
Total (AUD)	\$725.25 AUD



Earnings	
Accommodation	\$215.00 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$67.35 AUD
Total (AUD)	\$327.65 AUD



Earnings	
\$215.00 x 4 nights	\$860.00 AUD
Cleaning fee	\$180.00 AUD
Service fee	-\$177.32 AUD
Total (AUD)	\$862.68 AUD



AU north Curl Curl
Iain Macleod
 Vrbo • 1 night

Hostaway ID
 53734337

Channel ID
 f2b86500-6e59-416e-9a1f-1851bab96050

Guests Status
 3 **NEW**

Total price
 A\$380.00

Checkin & Checkout information
 2026-02-12 > 2026-02-13

Contact info

A\$380.00 of A\$380.00

Credits:

Vrbo payment of \$380 made into company account.

Cleaning and Laundry Breakdown

2026		FEBRUARY					
SUN	MON	TUE	WED	THU	FRI	SAT	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	

11 x changeover cleanings

Performed by: Sam Gyali - 360 Cleaning
\$180/cleaning with linen

February Cleaning + Laundry Costs: \$1,980

Upcoming Confirmed Bookings

2026		MARCH					
SUN	MON	TUE	WED	THU	FRI	SAT	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31					

Confirmed Bookings in February for March:
24 nights

FAQ's



Frequently Asked Questions

What is short-stay property management?

Short-stay property management is a full-service solution that allows property owners to rent their homes for stays ranging from a few nights to several weeks, without the day-to-day workload. A professional manager handles everything from listing the property on booking platforms and setting dynamic pricing, to guest communication, check-ins, cleaning, linen, and ongoing maintenance.

Unlike traditional long-term leasing, short-stay management focuses on flexibility, presentation, and maximising nightly returns—especially during peak seasons and major events. Owners retain full control over their property, can block out dates for personal use, and benefit from higher income potential while their asset is professionally cared for and monitored.

Who is short-stays management best suited for?

It's ideal for owners who want flexibility, higher earning potential, or use their property periodically while still generating income.

What platforms do you list on?

We list properties across leading platforms such as Airbnb, Booking.com, and other corporate and government accommodation channels.

Do you manage pricing?

Yes. We use dynamic pricing tools and local market insight to maximise returns during high-demand periods.

Can I still use my property?

Absolutely. Under a management agreement, owners retain full control and can block out dates for personal use at any time.

How often do you clean the property?

A professional clean is completed after every guest stay, including linen laundering and restocking essentials.

Frequently Asked Questions

How do you screen guests?

We review guest profiles, past reviews, booking intent, and booking patterns to ensure suitable stays.

Is short-stay accommodation legal in Canberra?

Yes, short-stay accommodation is permitted in Canberra when operated in line with ACT regulations and strata rules (where applicable).

How do you handle maintenance issues?

Minor maintenance is managed proactively. Larger issues are reported immediately with owner approval before works proceed.

What happens if something is damaged?

We document and manage claims through platform protections and guest security deposits where required.

Do you provide linen and towels?

Yes. Linens, towels and bedding is accounted for in our furnishing budget

How do owners get paid?

Earnings are paid regularly via your nominated account, with transparent reporting and statements. Payments are made weekly to you based on money that is paid into our account and monthly reporting is provided to you at end of month

Can you manage multiple properties?

Yes, we have the capacity to manage individual properties as well as multi-dwelling and investor portfolios by utilising management softwares and comprehensive procedures.

Frequently Asked Questions

Do you manage guest communication?

Yes. We handle all guest messaging, check-ins, check-outs, and support throughout the stay. We have a response window of 6am-12am and hold super host status based on timely responses.

How do you ensure neighbours aren't disturbed?

We enforce house rules, quiet hours, and build trust with guests before arrival. Guest screening allows us to monitor who is staying at the house and why they are travelling.

What costs are involved?

Our management fee is commission-based, with no hidden costs. Cleaning is charged per stay, and consumables are purchased in bulk, only being invoiced on a needs basis.

Can I switch from long-term to short-stay easily?

Yes. We handle the full transition, including setup, styling advice, and platform onboarding.

How quickly can my property be listed?

Most properties average 3 weeks, depending on readiness, photography and styling.

Why choose professional management instead of self-hosting?

Professional management saves time, reduces risk, and consistently achieves higher occupancy and returns.

Sample Management Agreement



Short Stays Canberra Management Agreement - Example Draft





Short Stays Canberra

Service Agreement

This agreement confirms the terms and condition of the Service Agreement between Turnkey Creations, trading as Short Stays Canberra and the owners of the property, for which details are listed below.

This agreement is ongoing from the date of commencement until termination is requested in accordance with the terms outlined in this agreement.

Agreement Commencement:

	Property Details
Property Listing Address	
Legal Title Details	
Property Insurance details <i>(if held)</i>	
Third Party Interests <i>Names of any persons who have tenancy or occupation rights, and the nature of the rights.</i>	



	Managing Company Details
Company Name	Turnkey Creations Pty Ltd trading as Short Stays Canberra
ABN	67 155 832 732
Trading Address	6/80 Emu Bank, Belconnen
Real Estate License	18404240

	Client Contact Details
Registered Property Owner Name	
Owner Postal Address <i>Not listing address</i>	
Owner Email	
Owner Telephone	
Owner ABN/ACN <i>if applicable</i>	
Bank Details <i>for receipt of payments</i>	Account Name: Account Number: Account BSB:



Services

Once commenced, the “Managing Company” will provide the following items in consideration of fees paid by the client.

1. Listing Services:

- a. Cross platform software registration
 - i. Airbnb
 - ii. Stayz
 - iii. Booking.com
- b. Secure and unassisted check-in services for guests
- c. Pricing and appraisal
- d. Cleaner checklist creation
- e. Marketing and Imagery
- f. Decorative services
- g. New linens and sheets

2. Ongoing Management and Hosting Services:

- a. Communication with guests, including screening enquiries about the property and securing deposits
- b. Providing guests with information about the use, care, and features of the property, including a comprehensive house manual
- c. Monitoring all guest payments made through the short-term letting platforms
- d. Cleaning and preparing the property after each booking, including replenishing consumables such as soaps, toilet paper, basic kitchen items, and cleaning products
- e. Inspecting the property following each guest’s stay
- f. Making claims to the short-term letting platform for any damage, theft, or issues caused by guests
- g. Replenishing laundry and linen items as required
- h. Carrying out minor property maintenance, such as replacing light bulbs or undertaking small repairs.
- i. Coordinating and booking major maintenance services when needed
- j. Linen Changes
- k. Handover Cleaning Services

3. Excluded Services:

Items that are not included in the management fees:

- a. Council rates, land taxes, body corporate levies
- b. Metred utilities such as electricity, gas, water, internet, subscriptions
Replacement or repair of appliances, furniture, and other non-consumable items
- c. Repairs or maintenance requiring professional attendance, including electricians, plumbers, carpenters, builders, or other qualified tradespeople
- d. Property insurance



Fee Schedule

1. Listing

The term "Listing Charges" refers to the costs associated with creating and establishing a listing for the Property on short-term letting platforms. Listing Charges include the Listing Services outlined in the Services Schedule.

~~For the Listing Services agreed to in this document, the Owner will pay Short Stays Canberra a fee of \$990 (inclusive of GST). Any additional contingent setup expenses (as required by specific tasks) may be coordinated by Short Stays Canberra for an extra charge.~~

2. Hosting and Ongoing Charges

"Accommodation Charges" refers to the total amount received from guests, including cancellation fees, after deducting the letting platform's booking fees. These charges, set by Short Stays Canberra, may vary and can include discounts of up to 10% to encourage longer stays. Accommodation Charges exclude cleaning fees and other service charges.

For all Services other than Listing Services, the Owner will pay Short Stays Canberra 15% of the Accommodation Charges (exclusive of GST). You authorise Short Stays Canberra to have these fees deducted directly from the Accommodation Charges collected by the short-term letting platforms. The remaining balance will be paid to the Owner by the 5th business day of each month in arrears.

The owner will be provided profit summaries on a monthly basis, along with profit disbursement to the nominated bank account.

3. Linens and Laundry Service

Short Stays Canberra will supply all linen and manage laundry services for the Property. To support environmentally friendly practices, laundry cleaning costs will be incorporated into the overall cleaning fee charged through the booking platform, ensuring these expenses are covered as part of each guest's stay.

4. Cleaning

Regular, thorough cleaning of the Property is essential to maintain a high standard for guests. Wherever possible, cleaning costs will be charged to the guest and are separate from the Accommodation Charges. A deep clean will be carried out every 4 months and will be paid by the Owner from the Accommodation Charges, unless the Owner completes the deep clean themselves in accordance with the Short Stays Canberra checklist.



5. Keys and Check-in Devices

Short Stays Canberra will arrange the placement of a device required for self-access, such as a key safe or combination lock. ~~The owner will contribute \$400 for the initial placement of this device. The Owner must provide Short Stays Canberra with two sets of keys and access devices (fobs or swipe cards) before the listing begins.~~ Any costs to replace lost keys or access devices will be recovered through the short-term letting platform insurance.

Short Stays Canberra is permitted to create key copies when required without further consent from the owners.

6. Gardening and Maintenance

Short Stays Canberra is authorised to undertake maintenance and minor repairs to the Property as required. Emergency maintenance valued below \$250 does not require approval from the property owners. Any non-urgent maintenance expected to exceed this amount will only proceed once approval has been obtained from the Owner.

Short Stays Canberra will provide gardening services twice per month, approximately once a fortnight, at a cost of \$350 per month if the property owners elect this service in writing. Otherwise, it is presumed that the property owners will have this service organised, or that it is not needed. This service includes mowing, pruning, and watering. Further maintenance will be discussed with the owners before engaging workman.

7. Insurance

The property owner is responsible for covering the cost of property insurance. Airbnb's Host Protection Insurance program, provided through the platform, offers primary liability coverage of up to \$1 million per incident for third-party claims involving bodily injury or property damage.



Terms and Conditions

We will deliver the Services described in the Service Schedule, and you agree that some or all of those services will be supplied to you on the terms below.

AGREED TERMS

1. DEFINITIONS

1.1 Meaning of terms

In this service agreement (called "Agreement" unless the context says otherwise):

- a) **Agreement** has the meaning set out in clause 2.1.
- b) **Agent** refers to any person or business you appoint to represent you in dealings with Short Stays Canberra, including signing this Agreement on your behalf.
- c) **Business Day** means in Australia any day other than a Saturday, Sunday, public holiday, or bank holiday.
- d) **Fees** are the charges listed in, and calculated under, the Fee Schedule forming part of this Agreement.
- e) **GST** means goods and services tax as defined under the *A New Tax System (Goods and Services Tax) Act 1999 (Cth)*.
- f) **Information Table** means the information table included in the Agreement Form.
- g) **Intellectual Property Rights** includes all intellectual property rights in Australia and internationally, including:
 - i. trademarks and service marks, trade, business or company names, patents, registered designs, copyright, rights in circuit layouts, indications of source or appellations of origin, rights to have confidential information kept confidential, and any application for, or right to apply for registration of, or to assert or waive, any of those rights; and
 - ii. ideas, concepts, materials, techniques, know-how, and trade secrets.
- h) **Agreement** means the agreement between you and us that incorporates these Standard Terms and Conditions.
- i) **Personal Information** means any information or opinion about an identifiable individual (including in a database), whether true or not and whether in material form or not, and any other information treated as "personal information" under the *Privacy Act 1988 (Cth)*.
- j) **Property** is the property identified in the Information Table.
- k) **Revenue** means accommodation income we earn from listing the Property on a short-term letting platform, excluding cleaning fees and other service charges.
- l) **Services** are the services we agree to provide to you, as described in the Service Schedule.



- m) **Service Schedule** means the Services attached to this Agreement.
- n) **Term** has the meaning given in the Agreement Form.
- o) **We / Us / Our** (whether capitalised or not) refers to Short Stays Canberra.
- p) **You / Your / Yours** means the owner of the property named in the Agreement.

1.2 Rules of interpretation

Unless the wording requires a different meaning:

- a) singular words include plural words, and vice versa;
- b) headings are only for convenience and do not change interpretation;
- c) references to clauses, paragraphs, or schedules are references within this Agreement;
- d) defined words include their grammatical variations;
- e) references to individuals also include companies, partnerships, joint ventures, associations, and other legal entities;
- f) references to legislation include amendments, consolidations, or replacements;
- g) references to parties mean their legal representatives, successors, and approved assigns;
- h) obligations benefiting or binding more than one person apply jointly and severally; and
- i) references to any body (statutory or otherwise) that no longer exists or transfers its functions refer to the successor or replacement body.

2. AGREEMENT

2.1 This Agreement is made up of:

- a) these Standard Terms and Conditions;
- b) the Service Schedules, Fee Schedule, and Information Table; and
- c) the Agreement Form signed by both you and us.

2.2 If any parts conflict, the earlier document listed in clause 2.1 will prevail to the extent of the inconsistency.

2.3 You confirm and warrant that you have full legal power to enter into this Agreement and to give us access to and use of the Property so we can provide the Services.

2.4 If clause 2.3 does not apply and an Agent is involved, the Agent gives the same warranty of authority and capacity to enter into this Agreement and allow us access to the Property.

2.5 Where relevant, you agree that we may deal directly with your Agent for instructions and information. We are not responsible for the correctness of anything communicated between you and your Agent.



3. THE SERVICES

3.1 Once both parties sign, we will supply the Services described in the Service Schedule, and you agree to purchase them for the Fees and on these terms.

3.2 We may change a Service at any time by giving you reasonable advance notice. A change may include moving the Service to another short-term accommodation platform or discontinuing the Service in its existing form.

3.3 If a change under clause 3.2 is substantially harmful to you, and we reasonably agree that it is materially detrimental, you may end that Service by giving three (3) months' written notice.

3.4 If you request services beyond those listed, we may provide them for an extra agreed fee. If additional or altered Services are provided without charge, we may later charge for them if you agree to continue using them.

3.5 If you want to change the Services' content or how they are delivered, we may agree to those changes for an additional agreed fee.

4. TERM

4.1 This Agreement continues for the term stated in the Agreement Form unless ended earlier under clause 9. Any renewals form part of the "Term".

4.2 After the initial term, this Agreement automatically renews for rolling one-year periods unless one party gives written notice to end it at least 30 days before the end of a yearly period.

5. PROVIDING THE SERVICES

We will:

- a) list the Property on one or more short-term letting platforms at our discretion;
- b) use reasonable care and skill in supplying the Services, but we do not promise they will be uninterrupted or error-free; and
- c) ensure the Services are reasonably suitable for their intended purpose and meet legal requirements.

6. YOUR RESPONSIBILITIES

You acknowledge and agree that you:

- a) are fully responsible for supplying and upkeep of the Property for the Services;
- b) bear all risk for the Property and everything in it;
- c) are fully responsible for how the Property is used by you or anyone else, whether authorised or not;
- d) guarantee that you exclusively own or control the Property and that the Information Table is accurate;
- e) guarantee you have unrestricted legal rights to sign this Agreement and make the Property available, and that you follow all relevant laws, regulations, strata rules, and community bylaws;
- f) will follow any reasonable directions we issue so we can provide the Services properly;



- g) confirm you hold appropriate insurance for Property/contents damage or loss and public liability for guests, and will provide proof on request where the Property is listed somewhere other than Airbnb;
- h) must ensure utilities and services are connected and all owner obligations are met (including rates and owners corporation levies);
- i) will comply with our reasonable operational policies or directives as issued from time to time, including those needed for internal processes or compliance duties;
- j) accept that we may charge guests for cleaning at our discretion and those charges belong entirely to us;
- k) authorise us to manage all listing activity and dealings with Airbnb or similar platforms for the Property, including all financial transactions;
- l) authorise us to determine marketing, pricing, and guest communications on Airbnb, subject to any agreed minimum price floor; and
- m) must not install or use any cameras or recording devices inside the Property.

7. FEES AND GST

7.1 In exchange for the Services, you must pay the Fees in the amounts and manner shown in the Agreement Form.

7.2 You understand that we may have a referral arrangement with your Agent and may need to pay that Agent a referral fee, reward, or commission.

7.3 You agree that Revenue from Airbnb or similar platforms is first paid to us, and we will pay you the remainder after deducting our Fees.

7.4 If you use an Agent, you agree the Revenue balance may be paid to the Agent first. We are not responsible if the Agent delays payment or pays you incorrectly.

7.5 Defined terms in the *A New Tax System (Goods and Services Tax) Act 1999 (Cth)* carry the same meaning in this clause.

7.6 If a supply is made under or connected with this Agreement and the price does not clearly include GST, then GST is added to the price and the recipient must:

- a) pay the supplier the GST amount due on that supply without deductions or offsets; and
- b) pay that GST at the same time as the underlying payment, provided a valid tax invoice (or adjustment note) has been issued.

7.7 The supplier must promptly issue an adjustment note or seek a refund from the Commissioner and repay any GST overpayment to the recipient. The supplier is not required to refund GST already remitted to the ATO unless it receives a corresponding refund or credit.

7.8 If a party pays compensation or satisfies a claim under or linked to this Agreement (including claims for misleading conduct, misrepresentation, warranty breach, indemnity, or reimbursement) and GST applies, the paying party must pay and indemnify the receiving party for that GST.



7.9 Where a claim involves a cost that includes GST, the claim equals the cost plus GST, except where the claimant is entitled to an input tax credit.

7.10 Where a claim amount depends on revenue (actual or estimated) or lost revenue, the revenue figure must be calculated excluding any GST reimbursement components.

8. SERVICE SUSPENSION OR CANCELLATION

8.1 We may restrict, pause, or cancel any Service (whole or part) by notice if:

- a) amounts owed for the Service are overdue;
- b) we reasonably believe the Service is being used unlawfully;
- c) you are failing to meet obligations linked to that Service; or
- d) you become insolvent or unable to pay debts as they fall due.

8.2 If we reinstate a Service after suspension or cancellation, we may charge a recommencement fee.

9. TERMINATION

9.1 We may end a Service on seven (7) days' notice if no Services are being used under that Service Schedule. Ending or suspending a Service does not automatically end this Agreement unless all Services are terminated.

9.2 If a material breach occurs and is not fixed within 14 days after written notice, the non-breaching party may terminate this Agreement (if the breach affects the Agreement) or the relevant Service (if it affects only that Service).

9.3 We may terminate this Agreement at any time (before or after the stated Term) on one (1) month's written notice.

9.4 You may terminate this Agreement at any time (before or after the Term) once all future bookings are completed, on one (1) month's written notice.

9.5 We may terminate this Agreement on one (1) week's written notice if:

- a) we cannot access or use Airbnb or a similar hosting platform for any reason;
- b) we become legally required to hold a real estate licence under the *Property, Stock and Business Agents Act 2002 (NSW)* or similar law elsewhere;
- c) the Services would breach law or regulation;
- d) a legal or market shift negatively affects how or at what cost we provide the Services;
- e) we reasonably believe the Property is not owned or controlled by you;
- f) we reasonably believe you lack unrestricted rights to enter this Agreement or make the Property available, or that you are not complying with applicable laws/bylaws;
- g) we reasonably believe the Property is not being properly maintained or serviced by you or anyone acting for you; or
- h) utilities or rates remain unpaid or Property services are disconnected.



9.6 We may terminate immediately without notice if:

- a) you enter insolvency administration or cannot pay debts when due;
- b) you cease to own or control the Property;
- c) you or your Agent no longer have authority/capacity to allow us access to the Property;
- d) the Property or common areas are unfit to reside in or damaged in a way that reduces liveability;
- e) you receive two (2) or more breach notices under clause 9.2 within any 12-month period, whether or not fixed within the notice period; or
- f) you knowingly keep or give false records or information.

9.7 When this Agreement ends for any reason:

- a) all unpaid invoices and other outstanding amounts must be paid by their due dates and, if requested, within 30 days; and
- b) you must stop using any Services immediately.

10. CONFIDENTIALITY AND PRIVACY

10.1 Each party must keep confidential:

- a) the contents of this Agreement; and
- b) any information supplied under it by the other party, including technical, operational, pricing, billing, and commercial material.

10.2 A party may only disclose confidential information if:

- a) it is disclosed to staff, professional advisers, or subcontractors who need to know and who first agree to confidentiality;
- b) the other party gives written consent;
- c) disclosure is required by law, regulator, or stock exchange; or
- d) the information is publicly available without breach of this Agreement.

10.3 Both parties must comply with the National Privacy Principles, the *Privacy Act 1988 (Cth)*, and any other relevant privacy laws.

10.4 Each party will provide reasonable help to the other to ensure privacy-law compliance.

10.5 Each party must inform the other immediately if it believes privacy or security duties under this clause have been breached.



11. INDEMNITY

11.1 You indemnify us, and keep us (including our agents and contractors) indemnified, for reasonable losses, costs, or expenses arising from:

- a) any wilful, wrongful, fraudulent, unlawful, or negligent act or omission by you or your employees/agents/contractors related to this Agreement;
- b) any breach by you of your warranties or obligations;
- c) guest claims connected with our performance of the Services;
- d) any breach of law or regulation by you, including installing cameras or recording devices inside the Property;
- e) third-party claims arising due to your insolvency/bankruptcy; and/or
- f) third-party claims caused by your failure to provide services to guests.

11.2 We indemnify you for reasonable loss, cost, or expense resulting from our fraudulent conduct while performing the Services.

11.3 You release us from claims connected with us supplying the Services, except claims arising from our deliberate breach of this Agreement.

12. LIABILITY

Except for clause 12.3, we are not responsible to you, and you release us from any claims for loss, damage, cost, or expense arising from our delivery of the Services or anything connected to it. We are never liable for lost profits, economic loss, loss of revenue, reliance loss, wasted costs, expected savings, goodwill loss, data loss, or any indirect or consequential loss, whether foreseeable or not, and whether or not you warned us of the risk.

12.1 You acknowledge that warranties or conditions may be implied under the *Competition and Consumer Act 2010 (Cth)* and similar laws. To the maximum extent allowed, all implied warranties/conditions are excluded. We do not guarantee our systems are uninterrupted, error-free, or virus-free. Apart from express warranties in this Agreement, we give no other warranties or representations.

12.2 Where liability cannot be excluded but can be limited, we may choose to: re-supply Services, pay for re-supply, repair/replace goods, or pay repair/replacement costs.

12.3 If we are liable and cannot exclude that liability, our total liability for any claim (contract, equity, tort including negligence, statute, or otherwise) is capped at the total Fees you paid us in the 12 months immediately before the event giving rise to the claim.



13. INTELLECTUAL PROPERTY

13.1 Intellectual Property Rights created by a party while fulfilling this Agreement belong to that party unless otherwise agreed in writing.

13.2 We grant you a limited, revocable licence during the Term to use our Intellectual Property Rights supplied under this Agreement, subject to any usage conditions we give you in writing.

14. REPORTING

Each month we will send you a report showing bookings for the Property, accommodation charges generated, and Fees paid in relation to the Property.

15. RELATIONSHIP OF THE PARTIES

15.1 You confirm that, from the date(s) in the Agreement Form, we are your exclusive provider for the Services (or substantially similar services) for the Property.

15.2 This Agreement does not create a partnership, joint venture, employment, or agency relationship. We act as independent contractors.

16. COMPLETE AGREEMENT

This Agreement contains the full understanding between the parties regarding the Services and replaces all prior discussions, agreements, or representations.

17. NOTICES

Any notice or consent must be written and sent to:

- a) you: the Owner or Authorised Representative in the Information Table; and
- b) us: the Managing Director, or another address we notify to you in writing.

18. SET-OFF

We may, and you authorise us to, deduct or set off any amount you owe us from money we hold on your behalf, at any time, without notice and without liability.



19. CHANGES TO THIS AGREEMENT

We may change these terms during the Term by giving you written notice, and your continued use of Services will mean you accept the updated terms. Otherwise, changes must be agreed in writing by both parties.

20. ASSIGNMENT

20.1 We may transfer (assign) any or all of our rights under this Agreement to another person at any time without asking you, and this does not reduce your responsibilities.

20.2 You must not assign this Agreement or any of your rights or obligations under it.

20.3 If you are a corporation, any change in your main shareholding or in control of any entity that controls you is treated as an assignment and requires our consent. An entity controls you if it can influence management or operational decisions of your business.

21. GOVERNING LAW

This Agreement is governed by the laws of the applicable State or Territory in Australia. Both parties submit to the non-exclusive jurisdiction of that State or Territory's courts.



Agreement

In signing this agreement, I declare that that I have read the *Services Terms* and the attached *Terms and Conditions*. I acknowledge and agree to the terms of this *Service Agreement* including:

- (a) the services described in the attached Service Terms;
- (b) to pay the Fees in accordance with the Fee Schedule; and
- (c) the Standard Terms and Conditions attached.

	Party Details
Property Owners (if multiple owners, the party signing declares they have permission to do so from all relevant individuals)	Name: Signature: Date:
Managing Company (signed by authorized individual)	Name: Position: Signature: Date: