

FAQ - Frequently Asked Questions

FAQ Links

[FAQ Links](#)

[Q1. Can I early check-in or late check-out?](#)

[Q2. Luggage Drop Off](#)

[Q3. Will there be anyone to receive me once I arrive?](#)

[Q4. Where is your property address located?](#)

[Q5. Do you provide parking?](#)

[Q6. Do you offer transport?](#)

[Q7. Do you allow pets at your property?](#)

[Q8. Do you provide clean linen and bath towels?](#)

[Q9. Do you do housekeeping?](#)

[Q10. I may have to change my booking dates. How do I do that?](#)

[Q11. I need to cancel my reservation. Will there be a cancellation fee?](#)

[Q12. How do I cancel my reservation?](#)

[Q13. I need to extend my booking; how do I do that?](#)

[Q14. I need to shorten my reservation; Will there be a fee? How do I do that?](#)

[Q15. I have not received my check-in instructions yet. What should I do?](#)

[Q16. I have not received any messages or emails. What should I do? \(Excluding Airbnb\)](#)

[Q17. Access - How to access the property using the code provided?](#)

[Q18. I followed the check-in instructions, but I still cannot access the property. What should I do?](#)

[Q19. I have arrived but my property is not cleaned yet, what do I do?](#)

[Q20. I am checking out soon, is there anything else I need to do?](#)

[Q21. Can I leave unattended personal belongings in communal areas \(Shared Spaces / Public Lobbies\)?](#)

[Q22. Can I leave unwashed dishes in the sink?](#)

[Q23. Who can I contact for assistance?](#)

Q1. Can I early check-in or late check-out?

A1. Early check-in requests are subject to the previous day's availability, please contact us on the day of check-in to check availability. Alternatively, you may book 1 day ahead of your check-in date to guarantee an early check-in. Late check-out requests are only available until 11AM if approved, please contact us directly to arrange this.

[Back to top](#)

Q2. Luggage Drop Off - Can I drop off my luggage before check-in or store my luggage to collect later after check-out?

A2. This depends on whether you have booked for a private room, or for the whole house. If you have booked for a private room, we have chain-locks available in the common area with keys attached, please feel free to use this if you require luggage storage. If you have booked for a full house, we do not currently have any storage facilities for luggage storage.

Properties **not** available for luggage drop-off:

- Entire Apartment/Unit/House Bookings
- 15 Terry St, Surry Hills NSW 2010 (Paid storage available at Central Station)
- 19 Terry St, Surry Hills NSW 2010 (Paid storage available at Central Station)
- 27 Terry St, Surry Hills NSW 2010 (Paid storage available at Central Station)
- 29 Terry St, Surry Hills NSW 2010 (Paid storage available at Central Station)
- 97 Sturt St, Kingsford NSW 2032
- 50 Percy St, Bankstown NSW 2200 (Temporarily Unavailable)

[Back to top](#)

Q3. Will there be anyone to receive me once I arrive?

A3. No - This is a self-check-in property, we will send you check-in instructions on how to access the property. We only provide online reception.

[Back to top](#)

Q4. Where is your property address located?

A4. Please refer to your booking confirmation message or e-mail.

[Back to top](#)

Q5. Do you provide parking?

A5. We do not have dedicated parking. Street parking may be available, please be mindful of parking limits and costs.

[Back to top](#)

Q6. Do you offer transport?

A6. No - We do not offer transport. Please arrange your own transport services.

[Back to top](#)

Q7. Do you allow pets at your property?

A7. No – We have a strict no pet policy.

[Back to top](#)

Q8. Do you provide clean linen and bath towels?

A8. Yes! We provide these amenities upon arrival free of charge; you just need to bring yourself and your own essential items. For extra linen and towels there will be an additional charge, please contact us to arrange.

[Back to top](#)

Q9. Do you do housekeeping?

A9. Yes - We offer housekeeping but with a charge. The cost will be the same as the cleaning fee, please contact us to arrange.

[Back to top](#)

Q10. I may have to change my booking dates. How do I do that?

A10. This depends on which platform you have booked with:

Airbnb - Please go on to your trips page and request for a date alteration, please note that this will be subject to availability. If you are unable to make a request for yourself, please contact us directly and we can check for you.

Booking.com - Please contact customer service on (02) 8228 1536.

All other platforms and direct bookings - Please contact us directly.

[Back to top](#)

Q11. I need to cancel my reservation. Will there be a cancellation fee?

A11. It depends.

If you need to cancel your reservation because we can't host you, or circumstances relating to our fault, you are eligible for a full refund provided you confirm the booking cancellation. If you do not confirm your cancellation, you will be charged depending on how many days have passed.

Note: Leaving a message for cancellation does not qualify as confirmation of the cancellation. The status of your reservation must show as 'canceled' or if you receive a message confirming the cancellation from us. Please refer to 'Q12. How do I cancel my reservation?'.

If you need to cancel your reservation because of extenuating circumstances, we have a 3-day advanced notice policy for free cancellations. For cancellations within 3-days of check-in, you will be charged the daily rate for each day of delay. Proof of extenuating circumstances will be required.

For all other cancellations, please refer to the cancellation policy you have booked under.

Please note for all booking platforms other than Airbnb and Booking.com, there will be a 10% surcharge for all refunds.

[Back to top](#)

Q12. How do I cancel my reservation?

A12. This will depend on the platform you have booked with:

Airbnb – Go to your trips page and select cancellation options.

1. Go to Trips and select the trip you want to cancel
2. Click Show more trip plans, then click Show details
3. Click Change or cancel
4. Click Cancel reservation

Booking.com - Please contact customer service on (02) 8228 1536 and notify us via the inbox.

All other platforms and direct bookings – Please contact us directly.

[Back to top](#)

Q13. I need to extend my booking; how do I do that?

A13. Booking extensions are subject to availability and not guaranteed unless confirmed. For the best chances of extension, please make a request at least 24 hours before check-out. Please refer to the following:

Airbnb – Go to your trips page, request your date change and then notify us via the inbox. If you are unable to put in the request, please contact us via the inbox – Include details with your new dates needed.

Booking.com - Please contact customer service on (02) 8228 1536 and notify us via the inbox - Include details with your new dates needed.

All other platforms and direct bookings – Please contact us directly and include details with your new dates needed.

[Back to top](#)

Q14. I need to shorten my reservation; Will there be a fee? How do I do that?

A14. It depends. We have a 3-day advanced notice policy, if you let us know at least 3-days prior to your new check-out date, we can give you a refund of the remaining nights. If you want to shorten your reservation because of an issue you encounter at our property, please contact us and we may be able to waive the fee. Please refer to the following:

Airbnb – Go to your trips page, request your date change and then notify us via the inbox. If you are unable to put in the request, please contact us via the inbox – Include details with your new dates needed.

Booking.com - Please contact customer service on (02) 8228 1536 and notify us via the inbox - Include details with your new dates needed.

All other platforms and direct bookings – Please contact us directly and include details with your new dates needed. There will be a 10% processing fee applicable for all refunds.

[Back to top](#)

Q15. I have not received my check-in instructions yet. What should I do?

A15. This depends on which platform you have booked with:

Airbnb – Check-in instructions will be automatically sent to your platform inbox at 3:00 PM on the day of check-in.

Booking.com – Check-in instructions will only be sent if your check-in form has been completed. Please complete your check-in form to receive instructions at 3:00 PM. If you booked on the same day after 3:00 PM, you will receive the check-in instructions shortly after completing the form.

Other platforms and direct bookings – Check-in instructions will only be sent if payment has been successfully collected and your check-in form has been completed. Please complete your check-in form

to receive instructions at 3:00 PM. If you booked on the same day after 3:00 PM, you will receive the check-in instructions shortly after both the form and payment are completed.

[Back to top](#)

Q16. I have not received any messages or emails. What should I do? (Excluding Airbnb)

A16. Please check your emails, if you have not received anything or are missing emails from us, please check your spam inbox. Please ensure that your contact details are correct, and if you still have not received anything, please contact us directly.

[Back to top](#)

Q17. Access - How to access the property using the code provided?

A17. Please refer to the following:

Smart Lock - Enter the digits provided followed by the '#' or '*' sign. Please note that the numbers will still register even if there is no sound. If there are no numbers on the screen, please lightly tap the screen and the numbers should appear.

Key Lock Box – Input the correct digits and unlock the box to receive the key inside. Once you have access to the key, close the lock box and scramble the code. Please make sure to return the key at check-out.

[Back to top](#)

Q18. I followed the check-in instructions, but I still cannot access the property. What should I do?

A18. Please refer to the following.

Smart Lock:

Verification failed – Please make sure you are trying to access the correct door, for example “Room G3 is not Room 3”. If you are sure you are accessing the correct door and you encounter this error, please contact us directly.

Lock alarm going off – Please wait for at least 5-minutes after the alarm stops and try again.

Nothing happens when I enter the code – Please move the door in and out and try again, the door might have jammed. Refer to the “Q17. Access” section in the FAQ(s), please contact us directly if you still cannot access the property.

Key Lock Box:

Lock box not unlocking – Ensure you have input the right digits and you have tried to lightly pull open the lock. Please contact us directly if you still cannot access the lock.

Missing Key – The cleaner may be using the key to clean the property at the moment, please contact us directly.

[Back to top](#)

Q19. I have arrived but my property is not cleaned yet, what do I do?

A19. Our check-in time is at 4PM. If you have arrived before this time, your property may not be ready yet. Please refer to the “Q2. Luggage Drop Off” section in the FAQ(s).

[Back to top](#)

Q20. I am checking out soon, is there anything else I need to do?

A20. If you did not receive a physical key, there is nothing else you need to do, however we would appreciate it greatly if you could let us know when you have checked out as this will help with our cleaning schedule. If you received a physical key, please make sure to return the key to the original location and scramble the code before checking out.

[Back to top](#)

Q21. Can I leave unattended personal belongings in communal areas (Shared Spaces / Public Lobbies)?

A21. No – Please do not leave unattended items in shared spaces or public lobbies. If you do, we cannot guarantee the safety of your belongings.

Shared Accommodation - Please keep all personal items inside your private room, or label your items if using a communal fridge. Unattended items, or unlabelled food items, except for items of value may be disposed of without prior notice if left in shared spaces.

Holiday Homes - Please keep all personal belongings inside your holiday home, and do not leave it in any public areas or lobbies. We are unable to take responsibility for any lost items left in public areas.

[Back to top](#)

Q22. Can I leave unwashed dishes in the sink?

A22. No – The cleaning fee is for the property to be cleaned prior to your stay. If you leave unwashed dishes, you will be charged an extra \$50.

[Back to top](#)

Q23. Who can I contact for assistance?

A23. Please contact us through the inbox of your booking platform or contact us directly. As we have multiple staff looking after the inbox, you may receive a response faster by leaving us a message through the booking platform's inbox.

Booking Platform Inbox.

Phone +61 2 9044 6291. (Ext. 2 for after-hours support until 1AM)

SMS ONLY +61 480 088 796. *Important Information below*

CHECK-IN FORM REQUIRED FOR SMS ONLY - We can only receive messages from the phone number provided in the check-in form. Please ensure your phone number matches what you have provided.

Emergency Services (Police, Fire, Ambulance): 000



**Save the
app that
could save
your life**



Mr Emergency (Plumbing): 1300 164 064

Mr Emergency (Electrical): 1300 164 064

[Back to top](#)

NSW STRA - Code of Conduct

<https://www.nsw.gov.au/sites/default/files/noindex/2025-08/code-of-conduct-short-term-rental-accommodation-industry.pdf>

[Back to top](#)