

## WEBSITE BOOKING TERMS

### Booking

This booking is a chargeable event and includes an inspector to attend the inspection property.

If this booking is cancelled with less than 24 hours' notice there may be a cancellation fee.

If the property information in your booking differs to what is onsite, additional fees may apply.

### Inspection

We will confirm access with the access person, if not yourself, but if the inspector cannot gain access at the agreed time, we may charge a futile/callout fee.

If access is restricted to some areas, additional charges will apply if you require a revisit to the property to inspect any areas that were not accessible to us at the time of the inspection.

If you are providing access, we appreciate that you ensure that we have full, and safe, access to the relevant areas of the property, including:

- Ensuring utilities are on and all doors/cupboards are unlocked
- Access into the ceiling space and subfloor (if applicable), and
- Ensuring any dogs, or other animals, at the property are restrained for the duration
- Ensuring if anyone at the property is ill with a communicable illness such as COVID-19, or any other medical condition we should be aware of, please contact us to discuss rescheduling the appointment.

### Report

Once your booking has been submitted, you will receive a confirmation booking email from us during business hours.

If you chose 'Pay Later' your booking email will contain your payment options. Credit/Debit card is immediate, but direct credit payments may take 24-48 hours to process. Once payment is received you will be emailed a receipt automatically.

Once your report is completed it will be emailed to you. Payment must be received by us before you are able to view your report.

### Report Turnarounds

Service	From Leaving the Property
Building Inspection	24 hours
Condition Assessment & Detailed Maintenance Schedule	72 hours
Quality Assurance Audit	72 hours
End of Tenancy Rental Inspection	24 hours
Routine Rental Inspection	72 hours
Healthy Home Assessment	72 hours
Healthy Home Amendment	72 hours
Routine Compliance Assessment	72 hours
Composite Methamphetamine Test	72 hours
Decomposite Methamphetamine Test	72 hours
Detailed Room by Room Methamphetamine Test	72 hours
Lead Based Paint Testing	6 business days
Playground Inspection	72 hours
Asbestos Sampling	3-6 business days
Asbestos Refurb and Demo Survey	7 business days
Asbestos Presumptive Survey	7 business days
Asbestos Clearance and Air Monitoring	7 business days