General Terms of Use

Relo Rentals | www.relo-rentals.com.au

Effective date 17 October 2026

These terms cover access to Relo Rentals and the services ordered through it. They apply to renters, property advertisers, companies, relocation professionals and authorised partners according to the features they use.

Operator: Relo Rentals Pty Ltd, ABN 72 702 503 731. In these terms, “we”, “us” and “our” mean Relo Rentals Pty Ltd. “You” means the individual or organisation using a service. Contact: [insert monitored support email].

Scope of services

Relo Rentals connects people seeking furnished relocation accommodation, generally for stays of three months or longer, with property providers. Services may include property advertising, memberships, enquiries, inspection or booking requests, company and relocation professional accounts, and relocation information. A feature applies only when offered and included in your order.

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How these terms apply

The contractual terms apply to every user. The other sections apply only to the relevant activity. “Order” means the plan, checkout summary or written service agreement accepted by you and us. A specifically agreed term in an order prevails over an inconsistent general provision for that service, subject to mandatory law. Separate tenancy agreements govern occupation of a property.

Contractual terms of use

Acceptance and accounts

The applicable terms must be made available before you create an account or order a service, and your acceptance recorded. You must be at least 18 to enter a paid contract or act through a legally authorised representative. Anyone ordering for an organisation must have authority to bind it. Keep account details accurate, restrict access to authorised users and report suspected misuse promptly. You are responsible for activity you authorise, but not for loss caused by our security failures or other conduct for which we are legally responsible.

Our role

Unless a separate written agreement expressly provides otherwise, we supply a platform and related support. We do not own the advertised homes, grant tenancies, make landlord approval decisions or act as either party's property agent. An enquiry, inspection request or booking request does not secure accommodation. The provider must confirm acceptance and the applicable agreement. Membership does not guarantee a property, tenant, lead or rental outcome.

Orders payments and cancellation

Before purchase, your order must identify the service, price in Australian dollars, GST treatment, payment dates, duration, included features and cancellation arrangements. Property rent, bonds and provider charges are separate from platform fees unless expressly included. We charge only amounts you have authorised. Any recurring payment authority must disclose the billing frequency and how to stop renewal. No renewal or minimum commitment applies unless expressly accepted in the order.

Cancellation takes effect as stated in your accepted order, subject to statutory rights. Cancellation of a membership does not cancel a tenancy or a separate provider booking. Refunds and remedies required by law remain available. If we permanently withdraw a prepaid service without your breach, we will refund the unused portion unless you freely accept an alternative. Disputed invoices should be raised promptly; a dispute does not expire solely because it was not raised within an arbitrary short period.

Content privacy and permitted use

You retain ownership of material you supply. You permit us and necessary service providers to store, format and display it to perform the service you request. Any wider promotional reuse requires a separately disclosed permission. Keep copies of your material. On removal or closure we stop public use within a reasonable operational period, subject to legal retention and secure backups. Our branding, software and original content remain ours or our licensors'. Do not scrape listings, harvest personal information, bypass access controls, upload malware or misrepresent your identity or authority.

Handle other users' information only for authorised enquiries, applications or agreed services and in accordance with applicable privacy law. Our Privacy Policy must explain our collection and sharing practices separately. Accepting these terms does not by itself authorise unrelated marketing. Third party services may have separate terms that must be disclosed when applicable.

Contractual terms continued

Service availability and changes

We will exercise reasonable care in providing our services. Maintenance, faults or external systems may interrupt access; we will take reasonable steps to restore it. We do not promise uninterrupted access or independently verify every listing. These qualifications do not excuse a failure to meet an express commitment or a statutory guarantee.

We may update these terms or a service for reasonable operational, security or legal reasons. Proposed policy: give at least 30 days' written notice of a material adverse change to a current paid service, with a right to end the affected service before it takes effect and receive a refund of unused prepaid fees. Urgent changes needed to address a legal or security risk may take effect sooner, with notice as soon as practicable. Changes do not retrospectively alter an accepted transaction.

Suspension and termination

We may restrict the affected content or access where reasonably necessary to address fraud, unlawful content, a security threat or a material breach. Where safe and lawful, we will explain the reason and allow a reasonable opportunity to fix the problem. Immediate action may be required for serious risks. You may seek review through our support contact. We will not retain fees for undelivered services as a penalty. Accrued payment obligations and terms needed to protect privacy, intellectual property or resolve existing disputes continue after closure.

Responsibility and consumer rights

Nothing in these terms removes rights or remedies that cannot lawfully be excluded, including under the Australian Consumer Law. We remain responsible for our own breaches, negligence and other conduct for which the law makes us responsible. You remain responsible for your own unlawful conduct and contractual breaches. Each party must take reasonable steps to reduce avoidable loss. No blanket indemnity or fixed liability cap is imposed by this draft.

Complaints and governing law

Send complaints to the support contact above with the relevant account or order and the outcome sought. We will consider the issue in good faith and seek to resolve it promptly. Either party may suggest mediation, but these terms do not prevent urgent court action or access to a regulator or tribunal. Proposed governing law is Western Australia, with non-exclusive jurisdiction of its courts, subject to mandatory rights and the laws governing the property's location. An invalid provision is severed only to the extent necessary; the remaining lawful terms continue.

Residential listings and acceptable use

Authority and eligibility

Advertise only accommodation you own or have current authority to offer. Hold any licence required for the work you perform and provide reasonable evidence of authority when requested. A listing on Relo Rentals does not establish that the provider is licensed or that every legal requirement has been verified. Advertised occupancy, lease length and use must be lawful for the property.

Accurate furnished listings

Describe the actual property and its current availability. State the location, dwelling type, bedrooms, bathrooms, permitted occupancy, minimum stay and rent period clearly. Identify the furniture, appliances, linen, parking and other inclusions supplied. Explain whether utilities, internet and cleaning are included and disclose applicable limits, compulsory charges and any approval conditions. Do not describe a property as fully furnished if essential listed furnishings will not be supplied.

Use images you are entitled to publish and that fairly show the home. Clearly label renders, virtual staging, concept images and material digital alterations. Do not present an invented sample property as an available home. Correct errors and withdraw unavailable listings promptly. Do not duplicate listings or replace one property with another to manipulate visibility or mislead users.

Enquiries and applications

Renters must provide accurate information and may enquire only for genuine accommodation purposes. Providers must handle enquiries professionally and comply with applicable tenancy, advertising and anti-discrimination rules. Request only information lawfully needed for the application and use a verified, secure submission channel. Company and relocation professional users must have authority to act for the person whose information they supply.

Tenancy arrangements

The landlord or authorised provider and tenant are responsible for the agreement, lawful bond handling, rent, inventory, condition report, repairs, entry, extensions and ending the tenancy. Confirm the correct contracting parties when a company funds accommodation. Our platform terms do not replace required tenancy forms or alter mandatory rights. Verify the provider and payment destination before paying. Do not transfer rent or a bond to Relo Rentals unless an expressly disclosed and lawful payment arrangement has been agreed.

Content standards and correction

Do not publish fraudulent offers, unlawful discriminatory conditions, abusive material or confidential information without authority. Do not use enquiries for spam or unauthorised marketing. We may request evidence, require a correction or remove a non-compliant listing using the suspension and termination process above. Removal does not itself establish that a provider has committed an offence. Report suspected scams, infringements or inaccurate listings to our support contact.

Partner Platform terms for customers

This section applies when an account holder authorises another business or person to manage listings, enquiries or account information on its behalf. “Partner Platform” refers only to partner account functions actually made available by Relo Rentals; it does not promise an API, automated feed or external software integration.

Appointment and access

Identify the partner, the relevant account and the actions it may perform. Authorisation to manage listings does not automatically authorise access to application documents or payment settings. Use the access method we approve and avoid sharing a primary account password. Tell us promptly when authority ends so access can be revoked. A partner cannot commit you to additional charges without your authority.

Customer information

Provide current, accurate listing information and confirm that you have the rights and consents needed for its use. Review information published on your behalf and arrange corrections promptly. You are responsible for directions you give and activities you authorise. Appointing a partner does not transfer our own legal responsibilities to you or make you responsible for conduct outside your authority merely because a partner had access.

Enquiry information

Use enquiry and application information to respond to the person’s accommodation request or perform an expressly authorised related service. Do not sell it, upload it to unrelated marketing databases or disclose it to other clients without a lawful basis. Ensure anyone you appoint follows the same restrictions. Tell users who will receive their information where required.

Security and ending access

Keep devices and accounts reasonably secure and notify us promptly of suspected unauthorised access affecting the platform. Cooperate with proportionate containment measures. When an appointment ends, arrange return or lawful deletion of information no longer needed and revoke access. Lawful recordkeeping obligations may require limited retention under continuing confidentiality and security controls.

Partner Platform terms for partners

This section applies to a relocation business, account manager or other approved service provider acting through Relo Rentals for a customer. Customer means the account holder whose information you are authorised to manage.

Authority to act

Keep evidence of the customer's current authority and act only within it. Identify the correct customer account for each action. Stop acting when the appointment ends or is withdrawn and tell us if access needs to be removed. Relo Rentals approval to access an account does not authorise you to negotiate a tenancy or perform regulated agency work without the required authority and licence.

Separation of customer information

Keep each customer's listings, enquiries and confidential material separate. Access information only to perform that customer's authorised services. Do not use one customer's leads or application documents for another customer, your own marketing or an unrelated commercial purpose. Identify Relo Rentals as the source of information where needed to avoid misleading the customer.

Secure operation

Use only approved account functions and any technical connection separately agreed in writing. Do not bypass controls, test security without written permission or collect more information than your task requires. Maintain suitable access controls and restrict staff access to those who need it. Notify us and the affected customer promptly about suspected security incidents and cooperate in investigation, containment and any legally required notification.

Services and representations

You are responsible for the services you agree to provide your customer and must accurately describe your relationship with Relo Rentals. Do not represent yourself as our employee, exclusive agent or approved adviser unless we have expressly authorised that statement. Refer technical faults to us and listing inaccuracies to the person able to correct them. Our responsibilities for the platform remain with us.

End of appointment

On termination, stop using the account, return or securely delete information as instructed where lawful, and confirm completion on reasonable request. Retain only records required by law or legitimately needed for an existing dispute, protect them and do not use them for other purposes. Confidentiality and restrictions on further use continue while information is retained.

Advertising terms

Advertising orders

This section covers paid property promotion, featured listings and other advertising only where offered. Each order must specify the placement or product, campaign dates, price, supplied materials and any agreed delivery measure. A booking request becomes binding when accepted through the stated order process. An advertising agency must identify the advertiser and have authority to place the order.

Advertising materials

Supply accurate material on time in the required format. Obtain rights for images, logos and other creative material and comply with applicable advertising law. Claims about location, price, availability and services must be supportable. Landing pages must match the offer and must not contain malicious software or deceptive collection forms. You must review any proof we provide and promptly identify errors. We remain responsible for errors we introduce.

Placement and results

Paid placements will be identifiable where required. A promotion improves exposure only as described in its order and does not guarantee enquiries, a tenant or occupancy. Display position can vary with search filters, device layout and available advertising inventory. We will not materially change an agreed placement or substitute another paid product without your agreement. Any promised delivery metric and its measurement method must be stated in the order.

Changes cancellation and delivery failures

Request campaign changes or cancellation through the contact stated in the order. Any production charge, cancellation fee or committed third party cost must be disclosed before purchase and reasonably reflect the work or commitment involved. We may reject or remove non-compliant advertising using the suspension and termination process above. If we fail to deliver an agreed paid placement, we will discuss correction, an agreed replacement or an appropriate refund, without limiting statutory remedies.

Supplier code of conduct

This code applies to businesses supplying goods or services to Relo Rentals and their authorised subcontractors. Include it in supplier appointments; it supplements specific contractual requirements.

People and safe work

Comply with applicable employment and safety laws. Pay lawful wages on time, respect lawful worker representation and prohibit forced labour, unlawful child labour, discrimination, violence and harassment. Maintain safe working conditions and train workers for their duties.

Integrity and information

Prevent bribery and corruption. Respect intellectual property rights. Comply with applicable privacy laws, maintain controls that protect personal information and detect security incidents, and notify Relo Rentals immediately of a breach affecting its data.

Environmental responsibility

Reduce the environmental impact of your operations and services, conserve resources, and reuse or recycle materials where practicable.

Compliance

Ensure authorised subcontractors meet these standards. Cooperate with reasonable compliance reviews, subject to confidentiality and privacy safeguards. Report breaches promptly and implement timely remedies. Material non-compliance may lead to termination in accordance with the supplier contract and applicable law.