

DEVELOPMENT APPLICATION & MANAGEMENT PLAN FOR SHORT TERM ACCOMODATION

Property Address: 32 Calcite Place, Forrestfield

Overview

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Let Go intends on becoming the Exclusive Managing Agent for the property located at <u>32 Calcite Place, Forrestfield</u>.

We are a short-term accommodation management company with many years' experience in the industry and a proven track record of a 4.7+/5-star review record having hosted approximately 600 stays per year and over 7000 nights on Airbnb.

We are submitting this development application seeking approved use of the above-mentioned premises for the purpose of short-term accommodation.

Airbnb and short-term accommodation deliver a staggering economic contribution to Western Australia and to its Local Government Authorities. In a 56-page report commissioned by Deloitte's into the economic effects of Airbnb in Western Australia, it was revealed that in just one year in Western Australia 171,500 Airbnb guests spent \$155m supporting 780 jobs and \$100 million in GSP. These figures have grown exponentially in recent years and are of enormous benefit to local businesses, residents, guests and the tourism sector.

Part of our management procedures include providing local recommended tips for nearby shops, restaurants, cafes, restaurants, entertainment, sights, attractions & much more. This local spending allows local business in your council area to thrive and continue or expand their operations. Something that the owners and staff are very grateful for, we often find after often meeting face to face with them.

Booking requirements

This property is a three-bedroom, two-bathroom home with two allocated garage parking bays. We would specify in our listings a provision of two carbays allocated only and we also find that our short-term guests will often either have just one hire car or no car at all or possibly for their short stays. Further, we provide details for ride share companies such as Uber and Ola. We also promote taxis.

We anticipate that we may get approximately one booking per week and our average trip length is between 3-5 nights. This is based on the performance of our other similar listings that we manage.

We specify a minimum trip length of two (2) nights as we find this significantly deters any unwanted targeting for parties or gatherings. We also have a booking cut-off time after 7:00pm so that we can't allow last minute and latenight bookings to occur from opportunistic and likely undesirable guests.

Guest screening procedures

When a guest requests or books a stay with us, we can view the guest's profile including their required verification steps:

- Contact details including full name(s), phone number & e-mail address
- Acceptance of our stipulated house rules
- Confirmed payment
- Profile photo (if set)
- Government issued ID (such as driver's licence or passport)
- Written reviews/recommendations from other hosts
- Their overall star rating which can be categorised for items such as observance of house rules, cleanliness & communication
- Total number of guests & location based
- Their reason for visiting Perth & booking the property
- We can further screen the potential guest by cross referencing linked social media accounts + more

Once we have carried out a thorough check of the prospective guest, we then have a right to refuse, accept or cancel the reservation.

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Our minimum set of house rules are displayed both on the online listing and in our comprehensive guest handbook (provided). We can add additional house rules to suit the property, location, neighbourhood or landlord's desires.

The Airbnb platform is currently the only platform we intend listing on and most of our communication is done through the application itself as we are backed by Airbnb's amazing platform, support and \$1m USD host guarantee & host protection insurance underwritten by Lloyd's of London. Once a guest is confirmed, our direct phone numbers are automatically exchanged for any further required communication. We privately message our guests before, during and after their stays and all the correspondence is saved for our own records. When a guest's reservation is approved, they will then be provided with the check-in details (check-in is at 2:00pm or 3:00pm and check-out is at 10:00am) which includes property address, clear written & visual check in instructions, parking instructions, WiFi details and more all included in our online handbook. There will be a lockbox on site for the guests to check-in safely and securely and the code will be regularly changed for security.

When a guest checks in, they are to read the 'Guest Handbook' (copy prepared and attached for your information). The Guest Handbook provides them with all the important information they need to know to have an enjoyable, safe & respectful stay. This lists emergency contact details, emergency plan, house rules, parking rules, bin collection days, public transport, nearby amenities, sights and attractions in the area and more. The guest handbook is also considered part of the management plan.

Regarding check-in, we also like to find out when their estimated time of arrival will be and may offer to meet the guest from time to time to welcome them to the property if required.

The guest handbook which we have created is very comprehensive which significantly mitigates any risk and issues regarding the stays.

For peace of mind and assurance of how rare significant issues are, Brent Thomas, Head of Public Policy of Airbnb Australia has said that just a mere 0.004% of claims through Airbnb are for amounts exceeding \$1000.

How do we manage complaints?

We are contactable 24/7 and our phone numbers and e-mail addresses are provided to our guests on confirmation of booking. We are more than happy

to provide these contact details to nearby neighbours for us to be even more effective in managing our properties.

In our online Airbnb listing, which the guest(s) must agree to before booking with us and the also included in the guest handbook, we have extensively listed our house rules in respect to the property, complex and other nearby residents of the surrounding area & amenity. Priority is given to adherence of our noise and parking policy.

If we receive any complaints about guests, they will be dealt with immediately. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated, and the Police may be called in extreme circumstances. If there are also any issues regarding the long-term residents, either party may notify us immediately and the situation will be dealt with accordingly.

Short stay accommodation is not subject to the same stringent rules of the Residential Tenancy Act 1987 and therefore we have significant power to be able to evict guests for unsocial behaviour.

We are financial members of ASTRA (Australian Short Term Rental Accommodation Association) and agree to abide by their comprehensive National Code of Conduct.

You can always be assured of our best intentions and respect of the public amenity and neighbourhood.

Please reach out to me at the below contact details should you seek any further clarity or additional information relating to the management of the property.

Yours faithfully,

S. Garwood

Stephen Yarwood

Director Let Go 0422 410 226 steve@letgobnb.com.au



Contents page

PAGE NUMBER

2	CONTENTS PAGE
3	WELCOME NOTE
4	EMERGENCY INFORMATION
5	AIRBNB REVIEW/RATING SYSTEM
6	AIRPORT & PUBLIC TRANSPORT
7	CHECK-OUT PROCEDURE
8	HOUSE RULES
9	CLEANING GUARANTEE
10	HOW TO?
11	OTHER INFORMATION
12	BINS AND COLLECTIONS
13	LOCAL AMENITIES – PART 1
14	LOCAL AMENITIES – PART 2
15-29	WHERE TO GO



Hello, welcome to FORRESTFIELD! We are so glad you decided to stay here, and we hope you have a great time in Perth!

We are happy to share this special getaway with you! FORRESTFIELD area is located 19km to Perth CBD, 10km to Perth Airport and 2.6km to Forrestfield Shopping Centre.

This book contains information about the house, FORRESTFIELD & Perth area to help you enjoy your stay. You should find everything that you need, but if you have a question that isn't covered in here, please do get in touch and let us know how we can help.

If you wish to stay with us again, please contact us directly or via our website

www.letgobnb.com.au

or our Airbnb profile.

https://www.airbnb.com.au/users/show/55410179

We hope you enjoy your stay and visit again in the future!

Sincerely,

Kiri and Steve

*Please remember to leave us a review on Airbnb to let us know how your stay was! Please refer to page 5 for some information regarding the Airbnb reviews rating system as it is very different to the hotels rating system!

CONTACT INFORMATION: If you need assistance with anything, please contact Kiri and don't forget to state which property you're staying at!

Name:	Kiri
Phone number:	0423 861 135



Nearest medical cel	nter: Forrestileid Medical Centre	
Phone number:	(08) 9359 1822	
Address:	1/76 Hale Road, Forrestfield	
After hours, bulk-bille	d, doctor – home visits Perth	
Please call	13SICK (that's 13 7425)	
	rs are on the road from 6pm weeknights, 12 noon all day Sunday and public holidays	
• <u>www.home</u>	edoctor.com.au/locations/perth	
Fire Department:	13 3337	
Police Department:	(08) 9359 2244	
-		
Neighborhood:	You are in Forrestfield, Western Australia	
Address:	32 Calcite Place, FORRESTFIELD WA 6058	

NO HOT WATER / NO ELECTRICITY / NO GAS / NO WI-FI

If something does arise during your stay, please contact us ASAP.

- If you have NO WATER/NO HOT WATER, please contact us directly as there may be scheduled works within the complex or with the local Water Corporation. If there is scheduled works to be carried out, you will be notified.
- If you have NO ELECTRICITY If the power short circuits (usually from a faulty appliance or overloading a power
 point), you may need to unplug each appliance and reconnect one by one to eliminate and pinpoint the issue.
 If you have eliminated each electrical item and still have no electricity, please contact us directly.
- If you have **NO GAS**, please contact us directly as there may be scheduled works within the complex or with the local gas company. If there is scheduled works to be carried out, you will be notified.
- If you have NO WIFI, unplug the power supply from the router for 5 minutes then reconnect all devices. If you still have no WIFI, please contact us directly.

Airbnb rating system

As a **'Superhost'** we try to do everything we can to create a positive experience and ensure that the properties we manage meet and hopefully exceed your expectations. Excellent reviews enable us to continue offering homes as a safe, comfortable and economical place for visitors to stay.

Please note: Airbnb ratings are not like hotel ratings. An overall rating of 5stars means that you were happy with your stay *based on the price you paid* – please do not compare this accommodation to the Ritz or other Airbnb properties as hosts all around the world offer different experiences! Airbnb considers a score less than 5 as a 'fail' and if our average rating drops below an average of 4.8 overall, we will lose our **Superhost status**, and if it drops further below that, we risk having Airbnb remove our listings from the platform altogether! (This is unfortunately no joke!).

The 'Overall Experience' star rating is based on the question, "How did your stay at Steve & Kiri's listing compare to your expectations?"

Possible answers	Overall rating given to host	How Airbnb sees it
Much better than I expected	5 stars $\star \star \star \star \star$	Acceptable
A bit better than I expected	4 stars 🛨 🛨 🛨 🛨	Not good enough
About the same as I expected	3 stars 🔺 🛨 📩	Bad
A bit worse than I expected	2 stars 🔺 📩	Terrible
Much worse than I expected	1 star 📩	Totally unacceptable

Of course, if you are disappointed or dissatisfied with any aspects of your stay, please feel free to communicate this with us at your earliest opportunity so that we are provided with the opportunity to address the issue and ensure your stay is a 5-star experience.



AIRPORT TERIMAL INFORMATION

Perth Airport Address: Perth Airport WA 6105 (input this into *Google Maps*)

- TERMINAL 1 (T1): International Terminal & Virgin Australia (domestic)
- TERMINAL 2 (T2): Alliance Airlines, Tigerair, Virgin Australia (regional) & Regional Express (REX)
- TERMINAL 3 (T3): Jetstar & Qantas
- TERMINAL 4 (T4): Qantas

PUBLIC TRANSPORT

- All transport information in Perth, including ferries, trains and buses, please visit the website www.transperth.com.au
- We recommend downloading the Perth **'Transperth'** application. It will provide you with bus, train and ferry times and will make travel around our city very easy!
- You can purchase a *multi rider* you can purchase one online, at train stations, retailers such as a newsagency, Transport Customer Service center or by calling **13 62 13**
- **UBER:** Uber is extremely popular in Perth and is highly recommended if you have an account.
- *Taxi Number:* Perth's recommended taxi company is, **Swan Taxi**, their contact number is **13** 13 30.
- **Perth Airport:** at this stage, we currently do not have public transport to our Airport, the only way you can get to and from the airport is by hiring a car, Uber or by using one of our local Taxi services.



CHECK OUT PROCEDURE

As a reminder, check-out is <u>10:00am or earlier</u> on the day that your booking ends.

Before you leave, could you please:

- Leave the property as you found it
- Switch off all the lights/air-con/appliances
- Lock all the windows and doors
- Take out all rubbish to the main bins and place on verge if it is approaching bin day
- Wash and put away all dishes
- Check to make sure you have not left any items behind
- Place keys back in the lockbox for cleaners to access
- Please send us a courtesy message once you have checked out

INVENTORY

Our cleaners will come to conduct a full thorough clean and check all inventory items with the checklist that was carried out prior to check-in.

Please note that if there are any discrepancies with the inventory checklist, missing items will incur replacements fees.

BREAKAGES We understand that sometimes accidents happen! Should you break anything, please let us know immediately. – If it's minor, we usually won't charge. If it's a larger issue (e.g. the TV screen!) we would like to agree on the cost with you before you vacate to avoid any issues later!

House rules

- No parties or events
- No outside visitors, no overnight guests without previous approval from the host
- Quiet time after 10:00pm and be respectful of the neighbours
- Please only park in allocated parking spots (as per instructions listed on page 10)
- No food to be consumed in bedrooms
- You are responsible for maintaining the local council bins. Please refer to our 'bin days' notice and keep an eye out for when bin day is scheduled. More information on this on page 12
- Smoking is NOT allowed if you wish to smoke, please do this in the courtyard
- Lots keys and/or remote will incur a \$100.00 replacement fee (each)
- Do not engage in illegal activities anywhere on the property
- If you break of damage something, please let us know ASAP so we can arrange for its replacement or repair
- Do not leave any food out that will attract uninvited pests. The property is pestfree, and we intend to keep it that way with your help
- Make sure all lights, fans, air cons, heaters etc are switched off when not in the property
- Please take care when using our bed linen and towels, if you stain them, a \$60.00 fee will be enforced to conduct heavy stain removal treatment. If we are unable to remove the stains, you will be liable for replacement costs
- Additional cleaning charges will apply if the property is left in an unacceptable condition
- Please only use the beds allocated for your stay, if the beds that are not allocated to the guests have been used, you will be liable for extra cleaning and preparing costs.



Steve & Kiri from Let Go pride themselves upon their **5-star rating**, **Superhost** status and their amazing reviews from all their beautiful guests!

If you are unhappy with the cleanliness or presentation of the property, please let us know within 24 hours of checking-in and we will make a time that's convenient with you to rectify!

During your stay, we encourage you to maintain the property as you go as there is a vacuum cleaner and mop provided. However, we do offer a 'full clean' service where we can attend upon request and we will vacuum, mop, clean all surfaces and change linen & towels for an extra fee and bring the property back to the same standard as when you checked in. *Get in touch with us for a free quote!*

If you do not require this service, our cleaners will access the property at 10:00am on the day of check-out to carry out a full thorough clean and carry out an inventory reconciliation.

On departure, it would be very helpful if you could leave the house clean and tidy – no need to perform a full clean!

How to		
ACCES THE PROPERTY	We have self-check-in instructions for you to access located in your <i>trips</i> section of your Airbnb account.	
USE THE WIRELESS INTERNET	Wi-Fi Network: TBA Wi-Fi Password: TBA This service is provided for your enjoyment, but you are responsible for safe and appropriate use and complying with all laws. If there is any loss of service, please contact us.	
HEATING & COOLING	ТВА	
USE THE TV	ТВА	
PARKING	Two (2) allocated car bays inside the garage are for your exclusive use. Please do not park any additional cars in any areas that would obstruct neighbours or violate local parking signage.	

Other information...

BED LINEN & TOWELS

Bed linen and towels have been provided for your use and have been freshly washed for your stay. You are welcome to wash these during your stay with the provided washing machine and hang them to dry on the clothesline.

We also would appreciate it if these towels are not taken to the beach as it can be extremely difficult to remove any sand.

Please also make sure that you do not use the towels to remove makeup. Any makeup stains will incur a fee for stain removal or replacement costs if the stain/s cannot be removed. Please use the make-up wipes provided located in the bathroom/s for you to remove your makeup.

SMOKING

Strictly NO SMOKING inside the property!



BIN COLLECTION DAY IS TUESDAY!

The property has 2 (two) council bins, please see below for guide:

- 1. Yellow lid bin is for recycling YELLOW BINS IS FORTNIGHTLY
- 2. Green lid bin is for general waste GREEN IS EMPTIED WEEKLY

WHERE ARE THE COUNCIL BINS LOCATED?

Bins are located at the front of the property. Please place on verge 1 day prior to BIN COLLECTION DAY.

WHOSE RESPONSIBILITY IS IT TO MAINTAIN THE BINS?

As a courtesy, we ask all guests to assist with maintaining the bins on a weekly basis. Each week, we ask for the GREEN bin to be placed on the verge for collection on **Tuesday morning at 6am**, every other week is the YELLOW bin, further information can be found at this website <u>https://www.kalamunda.wa.gov.au/residents/waste-recycling/bins-collections</u> located on the City of Kalamunda website.

BIN DISPOSAL GUIDE - GREEN BIN

PERMITTED	DO NOT PLACE
Nappies	 Car parts or car batteries
Plastic bags	 Chemical waste, paint or motor oil
Old household items	Liquids
Light globes	Medicines
Garden waste	Hot ashes
Ceramics, broken glass or mirrors	Sawdust
Food scraps	• Soil
General household waste	 Building materials

BIN DISPOSAL GUIDE - YELLOW BIN

PERMITTED	DO NOT PLACE
 Newspaper, paper and magazines 	Polystyrene
 Milk and juice cartons 	 Meat trays
 Steel and aluminum cans 	 Cups and beads
 Pots, pans, rigid plastic (not metal) 	 Green waster or food waste
 Glass bottles & jars 	Glass bottles
 Plastic bottles & containers (remove lid) 	• Flares
 Cardboard boxes (flatten) 	Batteries
	Aerosol cans
	 Plastic bags or soft 'scrunchable' plastic
	 Textiles/clothing and nappies

Local amenities – Part 1

GROCERY STORES	Name: Address: Distance: Name: Address: Distance:	Aldi Wattle Grove 338 Hale Road, Wattle Grove 1.9km Coles Forrestfield 20 Strelitzia Ave, Forrestfield 2.4km
RECOMMENDED CAFES	Name: Address: Distance: Name: Address: Distance:	Dome Café Forrestfield Strelitzia Avenue, Forrestfield 1.9km Gracie's Café 45 Berkshire Road, Forrestfield 3.7km
RECOMMENDED RESTAURANTS	Name: Address: Distance: Name: Address: Distance:	Nile Cafe 169 Berkshire Road, Forrestfield 2.5km The Local Shack Forrestfield 20 Strelitzia Ave, Forrestfield 2.8km
SHOPPING CENTRES	Name: Address: Distance: Name: Address: Distance:	Belmont Forum 227 Belmont Avenue, Cloverdale 9.8km Westfield Carousel 1382 Albany Highway, Cannington 8.9km
NIGHT LIFE	Name: Address: Distance: Name: Address: Distance:	Crown Casino Great Eastern Highway, Burswood 15km Northbridge James Street, Northbridge 21km

Local amenities – Part 2

PHARMACY	Name: Address: Distance: Name: Address:	Friendlies Pharmacy 4/76 Hale Road, Forrestfield 2km Priceline Pharmacy 20 Strelitzia Avenue, Forrestfield
LIQUOR STORES	Distance:	2.6km BWS Forrestfield
	Address: Distance:	20 Strelitzia Avenue, Forrestfield 2.8km
ENTERTAINMENT	Name: Address: Distance:	Reading Cinemas Belmont Cnr Knutsford Ave & Fulham St 10km
GAS/PETROL STATIONS	Name: Address: Distance: Name:	BP Forrestfield 155 Hale Road, Forrestfield 1.1km Puma Wattle Grove
POST OFFICE	Address: Distance: Name:	604 Welshpool Road E, Wattle Grove 3.2km Australia Post
	Address: Distance:	18/80 Hale Road, Forrestfield 2.2km
24 HOUR GYM	Name: Address: Distance:	Plus Fitness 24/7 Wattle Grove 388 Hale Road, Wattle Grove 1.9km
CAR HIRE	Name: Address: Distance:	Thrifty Car and Truck Rental Dowd St & Treasure Road, Welshpool 6.8km
14		



SWAN VALLEY

The Swan Valley is great for a day trip and there is just so much to see and do either by driving, cycling or walk, food and wine trails, local produce, family fun, gourmet/artesian goods, arts, crafts and antiques, wildlife, historic attractions and even parks & picnics. There is plenty of information on <u>www.swanvalley.com.au</u> website which will provide you with all of the information you require and what to do and see in the Swan Valley!

THE PINNACLES, CERVANTES Allow a day for this popular destination to marvel at nature at its most creative. The Pinnacles comprise thousands of limestone pillars in a yellow sand desert resembling an ancient ruin – a spectacular sight – walk amongst them.

SUNSET COAST DRIVEExplore Perth's beaches from Cottesloe in the south
to Mindarie Marina in the north! Starting at Cottesloe
Beach, grab a morning coffee and treat at a seaside
cafe and take a beach walk along Marine Parade and
take a look at the sculptures.

Then travel to your next destination (heading north) along West Coast Highway to City Beach and stop off at Reabold Hill and take a walk around the boardwalk where you will get sweeping views of Perth City.

Keep continuing north on West Coast Highway to Scarborough Beach where you can stop for a drink by the beach (we recommend Scarborough Beach Bar for those amazing views of the Indian Ocean and even Rottnest Island!).

Continue along West Coast Highway but make sure you turn off onto the West Coast Scenic Drive which will take you on millionaire's row, you will see plenty of beaches (Mettam's pool is highly recommended), cafes (Yelo is a local favourite) and restaurants.

Continue along to Hillary's Boat Harbour where you can stop for an ice cream and a walk around the harbour to check out the markets and restaurants. At Hillary's Boat Harbour you could also check out AQWA which is the aquarium of WA to learn more about our underwater environment. Stop for lunch overlooking the harbour.

Jump back in the car and keep heading north following the tourist drive signs from Mullaloo to Mindarie. More information can be found at <u>www.experienceperth.com</u>

The magnificent views of Perth city and the Swan River viewed from Kings Park will take your breath away. Walkways will guide you through gardens and bush, past waterfalls and fountains. Alternatively take the 'tree-top' walk and enjoy the views from up in the trees.

Kings Park is one of the world's largest and most beautiful inner-city parks. It is rich in Aboriginal and European history, contemporary culture and offers innovative design, displays and services. It boats a spectacular Botanic Garden which displays over 3,000 species of flora. Visitors can enjoy sweeping views of the Swan and Canning rivers, Perth city skyline and the Darling Ranges to the east.

There are bushland walks, gardens and parklands, a variety of children's discovery play areas. There is a Visitor Information Centre, free daily guided walks, gallery shop, cafes and public transport is easily accessible. Kings Park has a range of events which you will find on the Kings Park website.

The Moonlight Cinemas is something that is worth doing, this is where you enjoy a movie under the stars at the outdoor cinema. You can pack a picnic dinner

KINGS PARK

or purchase food and drinks onsite and enjoy the summer evening. A list of cinema sessions is found on the Kings Park website.

ROTTNEST ISLAND

Only 12km offshore and accessible using the ferries departing/returning to Hillary's Marina or Fremantle. Enjoy a day visit or stay longer and explore the island. Rottnest is famous for its beautiful bays and the lazy and relaxing casual lifestyle. Bike riding is the most popular way of getting around and bikes can be hired on the island. Alternatively walk around the settlement, to the various bays, and spot the quokkas who hop around in their natural environment. It boasts 63 beaches, superb snorkeling sites, friendly quokkas (a selfie with a quokka is a must!), 6,500 years of history and 50km of roads to explore on a guided tour, bus or bike.

ELIZABETH QUAY This is Perth's newest waterfront tourist attraction on the Swan River and is a must see at night-time underneath the city lights and starry night sky! There are plenty of restaurants, cafes, water playground for the kids and mini golf amongst other historical features. There are also quite a few events that are held here like the Chevron and Fringe festivals – Google these festivals to find out what's on!

PERTH ZOOPerth Zoo is known for its animals and flora. Can get
to South Perth via bus, train, ferry, car or taxi. There are
entry fees, we recommend checking out the Perth
Zoo website which lists all the fees and tickets can be
purchased online.

There is plenty to do in Fremantle and is known for its maritime history, Victorian architecture and remnants from Australia's days as a British penal colony. Fremantle Prison, Round House, Fremantle Arts Centre, WA Maritime Museum, WA Shipwrecks Museum, Army Museum of WA, Fremantle Markets

18

FREMANTLE

and Esplanade Park are just a few points of interest you should check out when you're in Fremantle (or Freo as it's known to locals). There are also lots of restaurants and cafes, have a beer or cider at Little Creatures Brewery then walk 2 minutes to Cicerellos to eat fish and chips overlooking the Fremantle Fishing Harbour.

NORTHBRIDGE Situated on the north side of the city of Perth, this is one of the gourmet centres of Perth. Tree lined, welllit streets provide restaurants, cafes, bars, hotels, and eateries from a large range of nationalities to entice palates of all tastes. Perth's wonderful weather provides the opportunity to enjoy eating outdoors for a large part of the year.

FREMANTLE MARKETS Fremantle is famous for the markets which have something of interest for everyone of all ages. Both markets entice with their own unique wares and wonderful fresh produce.

COTTESLOE Cottesloe is known for its pristine beaches, restaurants, gelato shops and cafes. Walk along Marine Parade and have a bite to eat at one of the oceanfront pubs. Also check out the sculptures by the sea which is a sculpture exhibit.

AQWAAQWA is an underwater adventure aquarium which
specialises in marine animals that inhabit the 12,000-
kilometer-long coastline of Western Australia. In total,
AQWA holds over 4 million litres of water and his
home to approximately 400 species of marine life,
including more than 4,000 fish. www.aqwa.com.au
will provide you with detailed information and pricing.