

## Policies



### **Smoking**

All our units are non smoking. Smoking is however permitted outside units where seating and ash trays are available, provided it does not inconvenience other guests. As rooms are STRICTLY NON-SMOKING a significant cost will be charged to clean and vent rooms should guests not comply.

### **Pets**

For health and hygiene reasons, pets are not permitted in the units or on the premises.

### **Courtesy to other guests**

We have a quiet township and motel complex. Please avoid undue noise or loud television after 10pm.

### **Book-In Times**

Guests are able to access their units (Book In at 1400hrs) and should vacate their rooms by 1000hrs.

### **Agreements**

All prices quoted are GST inclusive, where GST is applicable. Please note that our Tariffs are subject to change without notice.

### **Deposit Policy**

- All reservations require full amount of booking to confirm and guarantee their reservation.
- To confirm your reservation a credit card must be left for payment, and to secure your booking.
- The credit card number, including expiry, card type name of card holder, pan/ 3 numbers on the back of card; this is held as confirmation of the booking and payment.
- All reservations are non-refundable.

### **Cancellation Policy**

Please book wisely as our cancellation policy is as follows:

- A reservation that is cancelled before arrival will forfeit full amount of booking.
- A reservation that does not show will forfeit total amount of the reservation.
- For guests that have left a credit card number the card details held on file will be destroyed. Once payment has been taken of the secured card given as security.
- For all reservations, the full amount is payable at the time of confirmation, non-refundable

## **TERMS AND CONDITIONS**

The parties to this contract are liable to pay all agreed moneys due under this agreement. All accommodation booked must be paid in full by credit card supplied at the time of booking. All bookings are non-refundable.

## **CLIENT GUARANTEE**

- The client entering into this agreement accepts its terms and conditions and assumes responsibility at all times for any damage that has occurred during their stay (Damage by a clients visitors will also be the responsibility of the client).
- Should any furnishings or items be damaged or taken; the full amount of costs will be taken of credit card supplied.
- Please leave our units in a tidy manner or a further charge will apply for extra cleaning.

We view privacy as a serious matter and we strictly adhere to the Privacy & Personal Information Protection Act (1988) and it's Information Protection Principles. Because your privacy is important we do not collect sensitive information nor do we sell, rent or trade your personal information without your consent. We will also take reasonable steps to make sure that the personal information we collect use or disclose is accurate, complete and up to date.