



## Terms and Conditions Policy

Please read these terms and conditions carefully. When you make a booking, you accept on behalf of your party the terms of these booking conditions. It is your responsibility to ensure that all the details on your confirmation documents are correct and to bring to our attention any errors or discrepancies within 48 hours of your booking.

### BOOKINGS AND QUOTES

Bookings can be made online at [www.carnarvonmotel.com.au](http://www.carnarvonmotel.com.au) or by calling Carnarvon Motel on (08) 9941 0600. Reservations are subject to availability and actual pricing at the time of booking. Verbal quotes are valid for 24 hours only. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of booking. You agree to pay the rate for each night of your stay and any additional charges up until the time you have departed the accommodation. The accommodation may be occupied by you only for the period stated on the booking confirmation.

### ONLINE TRAVEL AGENCY (OTA) RESERVATIONS

Carnarvon Motel will only accept one commission for any OTA reservation at any time on any booking type. If a third-party OTA chooses to book via another third-party OTA, they forfeit any commissions expected from Carnarvon Motel. Commissions will only be paid if previous arrangements via contract have been made with any OTA. We reserve the right to cancel any reservations or decline commission payment if considered as double dipping (double commission) or no contract has been made with the Carnarvon Motel.

### 30 DAY ACCOUNTS

30-day credit accounts may be considered. A credit application form can be requested at [accounts@carnarvonmotel.com.au](mailto:accounts@carnarvonmotel.com.au) and completed by the applicant. Carnarvon Motel reserve the right to refuse credit applications or request immediate payment at any time. A valid credit card may be required to secure any bookings by an account holder.

### OVERDUE CREDIT ACCOUNTS

Carnarvon Motel reserve the right to charge a 10% accounting fee on any overdue invoices.



## CREDIT CARD PAYMENTS

Carnarvon Motel reserve the right process any amounts owing via the credit card supplied when the reservation was made. This includes any catering, refreshments, damage, accounting fees, deposits, printing requests, phone calls, extra cleaning, overdue accounts, reservation payments and any unforeseen expenses that may be incurred while the guest/s are accommodated or thereafter.

## PAYMENT POLICY

Full payment may be required up to 24 hours before arrival. If payment is not received by the due date notified, Carnarvon Motel reserves the right to cancel the booking.

## SECURITY DEPOSIT

A security bond is may be required at time of check-in. Your credit card will be debited in the event of damage to the property, equipment, breakages or if extra cleaning is required. Where a credit card is not available a \$200 cash deposit will be required on check-in.

## PAYMENT OPTIONS

Payments are accepted by credit cards, Visa, MasterCard, Dinners, JCB, AMEX, EFTPOS or UnionPay. All payments are only accepted in AUS dollars.

Payments can be accepted via direct deposit. At any time, Carnarvon Motel reserve the right to decline cash payments.

## RATES & CHARGES

Rates quoted are in Australian dollars and are subject to change at any time. Rates are inclusive of GST where applicable. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking. Minimum length of stay restrictions apply to certain rates during special event periods. The price of your accommodation cannot be guaranteed until a deposit is received, or a valid credit card is provided at the time of the booking

## CANCELLATION TERMS & CHARGES

The full tariff is required up to 48hours before arrival. If you cancel your booking 24 hours or more before your scheduled arrival, there will be no charge\*. Any cancellations received within 48 hours of arrival may incur the first night's fee and any applicable non-refundable deposit. This is at the discretion of the Carnarvon Motel.



#### \*Peak Season

A non-refundable 50% deposit may be required at the time of booking with the balance charged 24 hours prior to arrival. Dates included are Local Festivals, School Holidays, Easter, Christmas Public Holidays and New Year Holidays.

#### \*Group bookings

Group bookings of 5 rooms or more may require a non-refundable 25% deposit at the time of booking with the balance charged 7 days prior to arrival.

### CHILDRENS PRICES

Children's prices for accommodation are included in the standard tariff rates and refer to children using existing bedding.

### NUMBER OF GUESTS

At no time during your occupancy is the number of guests staying to exceed the number booked, unless prior approval is sought and given by management. The use of extra beds other than the number booked will attract an additional tariff. Any persons exceeding the maximum occupancy of the property will be considered trespassers and will be evicted.

### CHECK IN & CHECK OUT

Standard check in time is 2.00 pm on the day of arrival and the room is to be vacated by 10.00 am on the day of departure. An additional fee may be charged if you do not check out by 10.00 am. Early arrivals and late check outs are at the discretion of Management and must be requested at the time of booking. Whilst every effort will be made to accommodate early arrivals and late departures, the only way to absolutely ensure early check-in or late check-out is to book an extra night or half day where availability permits. Half day rates are charged at 50% of the nightly tariff and will extend the check-out time until 2:00 pm and allow an early check in from 10:00 am.

### CLEANING

Extra cleaning and linen change can be arranged during your stay for an additional charge, at a cost to you. Please contact management for further details. On departure your room is to be left in a clean and tidy state. Extra cleaning charges will apply if this condition is breached and will be deducted from your deposit or credit card.



## SMOKING

Smoking inside any rooms is strictly prohibited. If there is any evidence of smoking inside rooms, you will be charged an additional \$300 for a specialised clean to eliminate odours. Please ensure doors and windows are closed if smoking near rooms

## PETS

No pets are permitted unless approval is sort at the time of booking the accommodation.

## PERSONAL BELONGINGS

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupants personal property left on the premises and agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred. Any belongings will be kept in our lost and found for a period of 3 months only.

## TRAVEL INSURANCE

We highly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the reimbursement of any monies paid in the event the travel is cancelled, loss or damage to personal baggage and loss of money and medical expenses.

## BEHAVIOUR

Parties or gatherings are strictly prohibited unless prior arrangements have been made with Management. Disturbance to other Carnarvon Motel guests and neighbours including excessive noise and music is prohibited and may result in eviction without refund. If a noise complaint is received a first warning will be given, if a second complaint is received this will result in immediate eviction with no refund. Carnarvon Motel have the right to contact the Police at any time felt necessary throughout your stay.

## BREAKAGES AND DAMAGES

Damages or breakages of furniture or furnishings must be reported to Management immediately. Breakages or damages to the property and all communal or external areas that are caused by any guest and/or a guest's visitor will be charged and recouped in full via the guest's credit card or deducted from the guest's refundable deposit. Excess cleaning required on



departure or replacement of items removed from the accommodation will be charged to the guest's credit card. Furniture, fixtures, and fittings are not to be altered or moved between rooms or properties. There will be a charge incurred if furniture is not returned to its original location.

#### **PERSONAL INFORMATION**

All personal information such as credit cards, mobile and email address are kept confidential. Mobile phone numbers and email addresses may be used for Carnarvon Motel marketing purposes.

#### **LOCKOUTS & LOSS OF KEYS**

Loss of keys will incur a \$95.00 replacement charge.

#### **COMMERCIAL USE**

The property is not to be used for commercial use unless previous arrangements are sort with management and a written contract is made.

#### **LIABILITIES**

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses and disruptions due to electrical storms or other acts of God caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

#### **NO TENANCY**

You agree that regardless of your length of stay in there is no tenancy or other rights created under any Landlord and Tenant laws and there are no such laws that apply to your stay.

#### **CHANGES BEYOND OUR CONTROL**

Compensation will not apply if a significant change is made for reasons beyond our control. These include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, pandemics, health risks, changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, cyclones, floods and other actual or potential severe weather conditions, act of government or public authorities or other circumstances amounting to force majeure and/or Acts of God.



## BREACH OF TERMS AND CONDITIONS

You agree that, should you or your guests breach any of the terms and conditions:

You will pay to us the total loss or damage that we suffer as a result of that breach and hereby authorise us to debit your credit card or apply your refundable deposit in payment of that loss or damage and we may evict you and your guests without notice

## PAYMENT OF DEPOSIT OR FULL PAYMENT CONSTITUTES ACCEPTANCE OF THESE TERMS AND CONDITIONS

**The terms and conditions of booking are subject to change without notice.**

**01/01/2015 version**