

## Standard Terms & Conditions

1. Prices shown are per room per night for the number of persons and dates selected. Additional guests where permitted, will be charged an additional nightly charge.
2. Check in time at all properties is 14:00 and check out at 10:00. Early check-in and late check-out are at the discretion of the property and must be requested on the day applicable. There will be no refund for early check-out and a late check-out fee may apply if a property is not vacated by the arranged check-out time.
3. All guests under the age of 18 must be accompanied by a parent or guardian. The hotel reserves the right to refuse bookings where there is not a registered guardian accompanying minors.
4. All rates quoted are available at the time of booking or enquiry only. Rates are dynamic and subject to change on a regular basis.
5. A confirmation email will be forwarded to you once your booking is complete; it is the guest's responsibility to advise the property should they not receive written confirmation and to read carefully to ensure their booking is correct.
6. The person making the reservation is deemed to have accepted all terms and conditions on behalf of the booked party.
7. Whilst we attempt to satisfy all special requests we are unable to provide a guarantee.
8. Guests are requested to be fully covered for travel insurance. We accept no responsibility or liability for guest's personal belongings or motor vehicles.
9. Whilst the utmost care is taken to ensure that the description of facilities and services is accurate, these are continually being changed.
10. All credit card payments will attract a 1.5% surcharge for Visa and MasterCard and 3.2% for American Express and Diners Club Cards.
11. A pre-authorization of your credit card is required at check-in; cash bonds will not be accepted. The \$ value of the pre-authorization may vary dependent on length of stay, method of payment or at management's discretion.
12. A valid form of photo identification is required at check-in.
13. Provision of complimentary cots and highchairs is on an availability basis.
14. **Villas and Budget Apartments** are not serviced daily; they are self-contained apartments and are set up with towels, linen, toilet paper and amenities. It is the guest's responsibility to replenish amenities, towels and linen as required. Guests staying 7 or more nights will receive a weekly service to replenish amenities and to change linen and towels.
15. **Motel** rooms are serviced daily.
16. **Budget** Rooms are serviced after 7 days.
17. All apartments and rooms are smoke free and non-smoking – a minimum fee of \$150 will be charged for deodorization. Further fees will be charged if the room cannot be deodorized of smoke odours.