

TERMS & CONDITIONS

Tocumwal Motel

QUOTATIONS:

Bookings are not reserved at the time of Quotation and are subject to availability.

CONFIRMED BOOKINGS:

Bookings are not confirmed until they are secured by payment of 50% deposit (cheque, money order, cash, internet transfer) or credit card details (telephone, e-mail or mail).

Bookings not secured within 7 days may be cancelled.

Securing a booking constitutes acceptance of these Terms and Conditions.

ACCOUNTS:

Tariff includes room rate only except when booking packages.

Package prices are based on one night double share accommodation during off peak season unless specified.

Accounts are required to be completed in full prior to check out.

Guests departing prior to 8:00am (or 9:00am Sundays) are required to settle their accounts the previous evening.

PAYMENT METHODS:

We accept payment by cash, VISA, MasterCard and Eftpos.

No surcharge applies on Credit Card payments

Personal and business cheques are not accepted when settling the account without prior arrangement with management.

Long stay guests will be invoiced on a weekly basis.

CANCELLATIONS:

Single Reservations

More than 48 hours notice - Guests may reschedule their reservation for another date. If Guests are unable to reschedule, an administration fee of \$20 will be charged.

Less than 48 hours notice - an administration fee of \$20 plus a cancellation fee equivalent to the first night's tariff will be charged.

Public holidays / long weekends - an administration fee of \$20 for any cancelled bookings. Management requires seven (7) days notice prior to the check in date for any cancellation on public holidays and / or long weekends. Failure to do so will incur an administration fee of \$20 plus a cancellation fee equivalent to the first night's tariff will be charged.

Group Reservations

More than 30 days notice - Guests may reschedule their reservation for another date. If Guests are unable to reschedule, an administration fee of \$60 will be charged.

Less than 30 days notice - an administration fee of \$60 plus a cancellation fee equivalent to 25% of the total tariff will be charged.

Less than 14 days notice - an administration fee of \$60 plus a cancellation fee equivalent to 50% of the total tariff will be charged.

No Show

If Guests fail to arrive on the day of reservation and do not notify management, a cancellation fee equivalent to 100% of the total tariff will be charged.

Early Check Out

If Guests change their departure date after check in, there will be no refund for early check out unless the suite is re-let for the remainder of the booking.

CHECK IN & CHECK OUT:

Check In 2:00pm

Check Out 10:00am

Late Check Out Fee (by noon) \$10.00 per hour or part thereof.

Late Check Out Fee (after noon) Full day tariff applies

Late Check Out requires prior arrangement and is subject to availability.

Failure to check out by 10:00am will indicate that the Guest is extending and therefore a further day's tariff could be charged to their account.

ROOM CONDITIONS:

No more than the allocated persons are permitted to occupy the suites without prior authorisation by management. Additional charges may be incurred for extra persons.

No illegal acts or damage to the suite or its contents is permitted to take place and the Guest must keep the suite in a reasonably clean and sanitary manner. Management reserve the right to charge Guests additional fees in the event of smoking to cover the cost of any required cleaning or repairs.

All guests are required to not make any noise or conduct any activity which might disturb the peace and quiet of other guests and / or neighbours.

All suites are non-smoking suites therefore smoking inside is not permitted. Ashtrays are provided outside each room and at the pool area. Management reserve the right to charge Guests additional fees in the event of smoking to cover the cost of carpet steam cleaning, curtain dry cleaning, washing of bedspreads, blankets, etc.

Pets are not permitted in the suites. Management reserve the right to charge Guests additional fees in the event of pets in the suite to cover the cost of fumigation, cleaning, etc.