



TERMS AND CONDITIONS

Accommodation Charges:

All booked accommodation must be paid in full at check in on arrival date or as agreed to by the management. Accommodation may be paid in cash or credit/charge card.

Booking Policy:

The name of the booking must be the person checking in.

Cancellation Policy:

We accept your cancellation 48 hours prior to 4pm on the day of the booking. Inside this time we charge the first day unless we are able to resell the room on the day booked.

Check In and Check Out Times:

Check in is from 2pm on the day of arrival.

Departing guests should vacate the room by 10am on the day of departure or as agreed to with the management. A late check-out fee of \$20.00 is charged for the first hour or part thereof and there after a full per night room rate will be charged.

Office hours are from 7:00am - 9:00pm.

Payment Types Accepted:

- ◆ American Express (3% surcharge)
- ◆ Master Card
- ◆ Visa Card
- ◆ Debit Card
- ◆ Cash

Child Policy:

Infants under 2 years with own cot FOC.

Children 2 years and over are charged at the extra person rate.

Deposit Policy:

No deposit is taken before arrival.

No-show Policy:

No-show's will be charged the total booking fee.

Innkeepers Act (Act no. 24, 1968, section 7):

Loss of or damage to guest's property

Under the innkeeper's act 1968, an innkeeper may in certain circumstances be liable to make good any loss or damage to a guests property even though it was not due to any fault of the innkeeper or any servant in his employ.

This liability however:

- ◆ Extends only to the property of guests who have engaged sleeping accommodation at the inn.
- ◆ Is limited to \$100.00 to any one guest except in the case of property which has been deposited, or offered for deposit, for safe custody.
- ◆ Does not cover any motor vehicle or other vehicles of any kind or any property left in them, or horses or other live animals.

Cancellation Policy:

Cancellations made within 48 hours of check-in will forfeit the tariff charge for the first nights' accommodation.

Refunds for other cancellations will be at the discretion of the Management, depending on the circumstances of the booking. e.g. Length of stay/peak times/weekends.

- ◆ No Refunds for room changes
- ◆ No Refunds for early departures
- ◆ No Refunds given after check-in

Legal Statement:

The Australian Hotel Motel has a strict policy for handling customer information. The information you provide to us is confidential and protected to the fullest extent possible. We will not disclose or distribute customer information to third parties without prior written consent by the customer.

However, by signing the guest registration form you agree to allow us to pass on to persons we deem appropriate your details should you or any of your visitors;

- ◆ Fail to settle your account
- ◆ Smoke in the rooms
- ◆ Room degradation (such as vomit, bodily waste)
- ◆ General damage to motel property, fittings and fixtures
- ◆ All non-standard cleaning charges
- ◆ And or any problem sufficient to result in a room being withdrawn from its availability to be let.

Bonds:

A \$100.00 bond will be charged for all bookings paid for by cash per room at the discretion of management.

Bonds will be refunded at checkout during office hours only with a satisfactory inspection of the room or rooms.

Rates:

Rates are per room per night based on single or double or family occupancy, unless otherwise stated. All rates are inclusive of the Australian Goods and Service Tax (GST).

The rates are subject to changes without notice.

The rates may increase without notice due to changes in, but not limited to, the imposition of new government charges, taxes or levies.

Fees and Charges:

Entry into Motel rooms is conditional upon a signed guest registration form. Due to fire regulations, management must be aware of the number of guests in all rooms.

If in the course of a guests stay, and contributable to any guests or visitors of that room, any unforeseen expenses become apparent the signing guests credit card will be charged an amount appropriate to the expense at a rate determined by the management of the Motel.

In the case of a bond, the bond funds will be held in reserve until such time that all costs associated with the said expenses are recovered including any legal fees incurred. Any remaining bond moneys will be refunded to the guests.

Fees chargeable to guests account include, but are not limited to:

Smoking in rooms, room degradation (such as vomit, bodily waste, general damage or any problem sufficient to result in a room being withdrawn from its availability to be let) may incur a \$250.00 cleaning fee. In addition to this, professional floor cleaning charges may be imposed as well as a daily room tariff equal to the daily tariff that would be charged if the room was available to be let or any other rate that may be agreed to by management in accordance with business demand on the day, until the said room has been returned to its saleable condition.

Enforcement of Terms and Conditions:

Terms and Conditions are available from Motel Reception or via the website www.australianhoteldalby.com.au.

By signing our guest registration form, you agree that your access to and use of the motel is subject to these Terms and Conditions.

Thank you

Management - The Australian Hotel Motel Dalby