

## **Motel Policies:**

Once you have made a confirmed reservation with us, rooms are held for your exclusive occupation and are guaranteed. Due to the nature of our business we apply the following policies, as cancellations, damage to rooms and slow or non-payment of accounts affect us significantly.

### **Reservation confirmations**

To confirm a reservation we require a current credit card number, plus expiry date as a guarantee. No charges will be made against the card unless cancellation/non arrival fees etc arise. If a credit card is not available as a guarantee, then one days accommodation (the deposit) must be paid in cash or by electronic transfer of funds into our bank account: Please contact us for details.

### **Changes to reservation term**

Any extension to a booking is subject to availability of units. Earlier departure than the reserved date may not result in refund unless the management approve and are able to re-let the accommodation.

### **Cancellation/Refund Policy**

Cancellation or amendment of individual bookings must be notified no later than 48 hours prior to 1pm on the expected day of arrival to avoid a cancellation fee.

All cancellations or amendments notified less than 48 hours prior to 1pm on the expected date of arrival will incur a cancellation fee of one days accommodation.

If you fail to arrive for your booking you will be charged one days accommodation, cancellation of Group/Team bookings must be notified no later than 30 days prior to the expected date of arrival.

Any cancellation fee charged will be refunded if we are able to re-let the unit(s).

### **Group/Team Bookings**

A bond is required for all group/team bookings. The bond is one days accommodation, this is in addition to the deposit which is also one days accommodation. The bond is refundable if the units are in the same condition on your departure as they were when you arrived.

### **Tariffs**

All rates include Goods and Services Tax (GST). Seasonal/Peak and minimum stay/rates may apply. Extra persons are charged at \$15.00 per person per night if we are advised (\$25.00 per person per night if we are not). A pot-a-cot can be provided and will be charged at \$10 per stay.

We reserve the right to alter our rates at any time to meet financial circumstances beyond our control.

We reserve the right to charge additional fees for payment via credit card.

**Check in/Check Out**

Check-in is available from 2.00pm and check-out is by 10.00am on departure date. We will accommodate both early check-in and late check-out requests whenever possible.

**Damages/Loss**

Any damage/loss caused to the motel or to the motel chattels that is occupied by you, could result in costs of repair (and any insurance excess) being charged directly, either fully or partly, to you the registered guest.

**Cooking**

In consideration for all future guests we respectfully request that you do not cook shellfish, curries or other strong-smelling foods in the units.

On/after your departure we reserve the right to charge you for extra cleaning and any loss of income due to the unit being unoccupied.

**Smoking/Vaping**

Smoking and vaping is prohibited in all units. We reserve the right and may charge such costs for cleaning of the room and any resulting loss of income.

**Stolen items**

We reserve the right to debit your account for any items missing from your unit following checkout.

**Accounts**

All accounts are payable on arrival unless previously arranged. We reserve the right to charge overdue/recovery fees on all accounts not paid by the due date.

Pre-arranged accounts are payable by the 20th of the following month. If payment of an account is not received by due date we reserve the right to add the following charges:

Interest of 2% per month on outstanding balances plus

An administration fee of \$50.00 plus

Any debt collection and/or legal fees incurred to recover the debt.

**Visitors**

Your visitors are welcome, however we ask that they please depart quietly by 10.00pm.

We reserve the right to charge as 'extra persons' any of your visitors on site after 10.00pm.

Parties and large groups are not permitted.

Management reserves the right to evict any person who is disturbing other guests staying at Kings Court Motel.