



Guest Accommodation Policy

Upon signing the guest arrival form or accepting room keys, you agree to abide by the following conditions:

- The person whose name appears in the reservation, or as contact for a group, is responsible for the conduct and financial liabilities of all guests and visitors on the premises for the duration of their stay. All persons on the premises should conduct themselves with due consideration of the public and other guests;
- Check-in is available from 2pm daily, and check-out time is strictly 10am, unless by prior agreement;
- Smoking is not permitted in the rooms, indoor spaces, or public areas by law. A smoking area is available beside the swimming pool entry gate. Legal penalties apply to smoking in unauthorised areas, and interfering with fire equipment such as smoke detectors. Evidence of smoking in a room may require the room to remain offline for up to 24 hours after check-out, incurring the cost of the standard room rate;
- Service animals registered with *Assistance Dogs Australia* are welcome on site at any time. Personal pets and other animals are not permitted;
- Reasonable effort will be made to support any person with special needs, but specific services and appropriate facilities cannot be guaranteed;
- Accommodation and service charges for the entire period of the reservation are to be settled in full at the time of check-in. Payment upon check-out is not permitted;
- Valid credit card details are to be provided for the purposes of a security guarantee prior to check-in, which may be held as pre-authorisation. Payments by debit card or cash require an additional security deposit of \$200 to be held in respect of potential loss or damage. We reserve the right to inspect the room at any time in order to debit or release funds as necessary at management discretion;
- All cancellations after 9pm the evening prior to the day of check-in shall be debited the cost of the first night. Cancellations without notice during multiple night stays shall be debited up to and including the night of departure. Cancellations of bookings including discount rates, package deals, groups bookings, and special events (eg. sporting weekends) shall be debited the full cost of all rooms and nights of the reservation period;
- Guests are liable for the cost of any loss, damage, or inconvenience incurred whether intentional or unintentional including, but not limited to, the actions of visitors or children, misuse of equipment, or result of smoking, pets, or cooking. The motel may debit up to the equivalent cost of the first night's accommodation for the cost of cleaning, replacement, and lost revenue, in addition to the cost of necessary repairs and maintenance, at the sole discretion of the motel manager;
- Electric Vehicle charging is operated directly by the vehicle owner, independent of motel services. Availability and serviceability cannot be guaranteed, and concerns or errors should be raised with the system provider;
- One infant (up to 12 months) accompanied by at least one adult may exceed the permitted occupancy per room. More than one infant, and all children over 12 months, require allocated beds or cots;
- The Motel is not responsible for damage or loss of personal property on the premises, subject to the provisions of the *Innkeepers Act, No 24, 1968, Section 7*. Vehicles may be parked on the premises at the owner's risk. Your attention is drawn to the indicated carpark ceiling heights;
- We are a member of Good To Book, a risk management database for Short Term Accommodation Providers (STAPs) ('GtoB database'). We will use the GtoB database to search your name and the names of guests booking or staying with you at our accommodation. If we find an entry on the GtoB database, this indicates that there was some problem caused by you, or one of your guests, at a previous accommodation you have stayed at. Based on information on the GtoB database, we may refuse to accept your accommodation request or booking (and will refund any money you have paid) or we may impose additional restrictions on your stay (for example, an additional security bond). We cannot check the accuracy of the GtoB database nor can we disclose to you any information on the GtoB database or the STAP who uploaded the information, as this information is confidential. The information on the database is used for evaluative purposes so accommodation providers can decide whether to enter into a contract for accommodation with you or not. Any concerns you have with the GtoB database will need to be discussed with GtoB directly. You can contact GtoB via email at admin@goodtobook.com. We accept no liability for our use of the GtoB database, including any reliance we make on the information contained on the GtoB database, even if the information uploaded is incorrect. We may also upload information to the GtoB database if you cause damage or harm to us, our staff, guests or our property during your stay. Providing we are not negligent, we will not be liable to you or any other person for any consequence arising from the upload of information to the GtoB database by us.
- The motel manager reserves the right to refuse entry or evict any person acting unlawfully, or without due care and consideration for other guests, staff, or property.

We hope you enjoy your stay. Please ask at reception if you have any queries or require clarification of our terms and conditions.