

## **Motel Policies for your information:**

Please note your check-in is acceptance of these terms:

Check-in: Is available from 2pm on the day of arrival. Check-out is 10am on the day of departure. Early check-in and /or late check-out is by arrangement

### **Cancellation/refund policy:**

Cancellations up to 48 hours before the booked date incur no fee. Thereafter the total amount for the booked accommodation may be charged. Special conditions apply to Group quotations/reservations. Changes in reservation: Any alteration requires 24 hours notice. Any change in reservation term will be treated as a new booking and additional charges may apply. Any extension to a booking is subject to availability. Earlier departure without 24 hours notice will be charged for. Credit Card guarantees: All reservations require authorisation of a credit card unless arranged prior. No charge will be made against the card details unless the client fails to arrive for the booked accommodation or incurs charges not paid for on departure.

### **Smoking:**

This is a smoke free complex. Please smoke outside away from open windows, doors and other guests. If you smoke in your room, we reserve the right to charge cleaning costs and any resulting loss of income to the registered guest.

Visitors: Visitors are permitted at the management's discretion. The registered guest is responsible for the behaviour of all persons/visitors whilst on the property. Damage to our property and any costs associated with inappropriate behaviour resulting in loss of income to the motel, will be charged to the registered guest.

### **Car Parks:**

One car park place is available for each room booked. Extra vehicles and trailers can be parked by arrangement. Visitors parking is subject to availability.

### **Overdue Accounts:**

All accounts are payable on departure. Collection fees may apply.