



## Terms And Conditions

By making and retaining your reservation with this motel, you are hereby agreeing to all of its Terms & Conditions.

### Our reception hours

- Mon -Sun 8.00am-5.00pm (closed between 12pm-2pm.)
- Closed Easter Friday, Xmas Day & New Year's Day. Hours will vary on other Public Holidays.

### • Check-in time is from 2pm. Check-out time is before 10am

- Upon check out we kindly ask that you return your key to reception, or the Key Box located outside of reception (if closed) as this notifies us of your departure for workplace Health & Safety reasons as well as Housekeeping.

Please DO NOT leave your key in your room.

### Rates:

- Rates are subject to change without notice – please check before booking.

### Payments/Cancellations

- Please ensure that you have read and understood our Payment & Cancellation Policy.
- If you have any questions regarding this, then please do not hesitate to call us on 075494 1911 or email [info@beerwahmotorlodge.com.au](mailto:info@beerwahmotorlodge.com.au).

### Payment Policy

- A valid credit or debit card is required to secure all bookings.
- Your first night's stay will be processed 7 full days prior to arrival. The balance of your stay, should there be one, will be charged to the card provided on the day of check in, unless you have advised otherwise.
- Any other charges incurred during your stay will also be charged to this card unless you have advised otherwise.

### Cancellation Policy

- A minimum of 7 full days' notice prior to your check in date is required by this property for cancellations or changes to the existing booking.
- For stays of 7 or more nights, bookings made for 3 or more rooms or for bookings made during our peak School Holiday period, a non-refundable/non transferrable payment for the value of your first night's stay or 25% of the total booking, whichever is greater - will be charged 7 days prior to arrival.
- If the booking is made within the 7-day period a non-refundable/non transferrable payment for the value of your first night's stay applies.
- Cancellations made within the cancellation periods will forfeit the full amount of the deposit.
- This also applies to any changes made during your stay.
- If you leave before your check out date or arrive after your arrival date, you forfeit that amount. It is not refundable or transferrable.
- No Shows will be charged the full price of the reservation.

- **\*\* Please ensure you consider your travel plans. We do not refund due to bad weather and our cancellation policy still applies\*\***

Bookings made for multiple rooms under one guest name - are the responsibility of that guest, along with deposit payments and cancellation fees.

### Easter and Christmas School holiday Reservation information.

#### Payment Policy

A non-refundable payment for the value of your first night's stay will be charged to the credit card used to make the booking 14 full days prior to the day of your arrival or immediately if within that period.

The non-refundable balance will be charged to the same Credit card 7 full days prior to your arrival

Any charges incurred during your stay will also be charged to this card unless you have advised us otherwise

#### Cancellation Policy

A minimum of 14 full days' notice prior to your check in date is required by this property for cancellations or changes.

Cancellations or changes made within these cancellation periods will forfeit the full amount of the first changed or cancelled night. This also applies to any changes made during your stay.

#### Photo/ID –

- We reserve the right to request a Photo ID from our guests. This reduces the risk of Credit Card Fraud and also ensures that the person checking in is the person who made the booking and that the contact details they have provided are accurate.
- The lead guest/reservation guest must be over the age of 18 and they must accompany any minors who are staying at the motel.
- If multiple rooms have been booked, then an adult must be present in each room. Under no circumstances are children to be left unattended/unsupervised in our rooms, unless prior approval has been granted by management.

#### Walk Ins:

- Please be advised that all walk-in bookings will need to provide a valid credit/debit card regardless of the method of payment. If a card cannot be provided, then a \$200.00 cash deposit will be required. This will be returned after your room has been checked for damages.

#### Pets:

- We do not allow pets. Any guest found to have an animal in any of our other rooms will be asked to leave immediately, without refund and charged a \$100 cleaning fee. Any damages caused will also be charged.

#### Room Charges:

- Guests agree to be held personally liable for any charges incurred during their stay.
- In the event of a booking for more than one room (a group booking) the lead or registered guest (the lead guest) providing credit/debit card details is personally liable for any person, group, company or association that fails to pay all or part of such charges.

#### Smokers:

- Please note that all of our rooms are strictly non-smoking. This also includes a 5mtr area outside of your room as per Queensland Health.
- Anyone found smoking in their rooms will be charged for the excess cleaning required for that room along with any loss in income incurred due to the room being unavailable to another guest (up to the value of \$500).
- Any damages will of course incur additional charges. If a guest is found smoking outside of their room and/or ashing or disposing of their cigarette butts anywhere other than the ashtrays provided they may be subject to a \$25.00 fee.
- A designated smoking area is provided for you. We respectfully ask that you use it.

#### Damage and/or theft of Motel Property

- You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), motel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay.
- Beerwah Motor Lodge reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Beerwah Motor Lodge as a result of the aforesaid.
- Should this damage come to light after the guest has departed, we reserve the right and you

hereby authorize us to charge your credit or debit card for any damage incurred to your room or the motel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

- We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.
- Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, room keys etc. will be charged at 120% of full and new replacement value, plus labour & any shipping and handling charges.
- Any damage to motel property, whether accidental or wilful, is the responsibility of the registered guest.
- Any costs associated with repairs, cleaning and/or replacement will be charged to the credit card of the registered guest.
- In the event of a booking for more than one room (a group booking) the lead or registered guest (the lead guest) providing credit/debit card details is personally liable for any person, group, company or association that fails to pay all or part of such charges. In extreme cases, criminal charges will be pursued.
- If excessive cleaning is required after your stay, that is anything over and above what we consider to be a standard clean, you may be charged an additional cleaning fee. This especially relates to but is not limited to the cleaning up of any bodily fluids, excess staining of bedding, furniture and carpets. This cost will cover the extra staff time required to clean the area and or any damaged/stained items, the cost of a PPE kit (if required) as well as the replacement cost of any item that cannot be reasonably returned to a condition suitable for future guests

#### Guest Belongings –

- Guests are responsible for the security of their room and their possessions at all times. Guests must lock/secure their room each time they leave the room. You agree any monies or other valuables, goods or vehicles that belong to you, are brought in or on to the rooms, grounds or car park remain your responsibility and we are not responsible for their safekeeping or any damages that may incur.
- Whilst every care is taken to safeguard your belongings/vehicles no responsibility is accepted.
- Please ensure that you thoroughly check your room/bathroom before departure to ensure that you do not leave any belongings behind.
- If any items are found in your room upon check out, we will endeavour to contact you on either the mobile phone or email provided at time of booking. Please note that we will not keep/return items such as underwear or personal hygiene products such as toothbrushes, hairbrushes etc.
- We will hold any found belongings for a max period of 14 days (this includes any items we find on the grounds, whose owner we cannot identify) at which time we will donate the item(s) to a charity of our choosing or dispose of accordingly.
- Any items that you wish to have mailed back to you will be at your own expense and a postage fee charged to the credit card provided on your booking.

#### Right to Refuse Service

- Beerwah Motor Lodge is privately owned and operated.
- We reserve the right to refuse service to anyone for any reason(s) that does not violate Federal or State laws.
- Beerwah Motor Lodge has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our motel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the owners for the operation and management of the motel.
- Beerwah Motor Lodge will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the motel for an unlawful purpose; seeks to bring into the motel: any item that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to motel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Beerwah Motor Lodge for the operation and management of our motel.

#### Quiet Time

- So that our guests can enjoy their stay without any undue disturbance we have a strict quiet time policy between 10pm & 7am.
- Please note that we reserve the right to charge an after-hours call out fee of \$50.00 if our staff

have to attend to any disturbance or complaint after the quiet time of the motel has commenced.

#### Privacy Policy

- Beerwah Motor Lodge respects your privacy. Any and all information collected at this site will be kept strictly confidential and will not be sold, reused, rented, loaned, or otherwise disclosed. It may however be provided to a Public Health Official if requested for Covid-19 tracing requirements. Any information you give to Beerwah Motor Lodge will be held with the utmost care and will not be used in ways that you have not consented to. Beerwah Motor Lodge will ask you when it needs information that personally identifies you or allows us to contact you. Generally, this information is requested when you are asking for information or booking Beerwah Motor Lodge accommodation.