



TERMS & CONDITIONS

Please read these terms and conditions carefully. When you make a booking, you accept on behalf of your party the terms of these booking conditions. It is your responsibility to ensure that all the details on your confirmation documents are correct and to bring to our attention any errors or discrepancies within 48 hours of your booking.

PAYMENT POLICY

For direct bookings, full payment needs to be made 14 days prior to arrival. If full payment is not received by the balance due date, then the booking will be cancelled.

Management reserve the right to take a \$100 Security Bond upon booking, refundable upon check out.

Deposits and tariffs are accepted online or over the phone with Visa, Mastercard or EFTPOS. We do not accept AMEX.

For non-direct bookings, please read their terms & conditions regarding payment.

BOOKINGS AND QUOTES

Bookings can be made online at www.harrievillehotelmotel.com.au, by calling the Harrieville Hotel Motel on (03) 5759 2525 or through one of the online booking channels. Reservations are subject to availability and actual pricing at the time of booking. Verbal quotes are valid for 24 hours only. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of booking. You agree to pay the rate for each night of your stay and any additional charges up until the time you have departed the accommodation. The accommodation may be occupied by you only for the period stated on the booking confirmation.

RATES & CHARGES

Rates quoted are in Australian dollars and are subject to change at any time. Rates are inclusive of GST where applicable. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking.

Minimum length of stay restrictions apply to certain rates during special event periods. The price of your accommodation cannot be guaranteed until a deposit is received, or a valid credit card is provided at the time of the booking.

NUMBER OF GUESTS

At no time during your occupancy is the number of guests staying to exceed the number booked, unless prior approval is sought and given by management. The use of extra beds other than the number booked will attract an additional tariff. Any persons exceeding the maximum occupancy of the property will be considered trespassers and will be evicted.

CHECK IN & CHECK OUT

Standard check in time is 2.00 pm on the day of arrival and the room is to be vacated by 10.00 am on the day of departure. An additional fee may be charged if you do not check out by 10.00 am. Early arrivals and late check outs are at the discretion of management and must be requested at the time of booking.

CLEANING

Our rooms ARE NOT serviced daily, if you require additional rubbish bags, please see a staff member. On departure your room is to be left in a clean and tidy state. Extra cleaning charges of \$80 per room will apply if this condition is breached and will be deducted from your credit card.

SMOKING

Smoking inside any rooms is strictly prohibited. If there is any evidence of smoking inside rooms, you will be charged an additional \$200 for a specialised clean to eliminate odours. Please ensure doors and windows are closed if smoking near rooms.

PERSONAL BELONGINGS

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupant's personal property left on the premises and agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred.

BEHAVIOUR

Parties or gatherings are strictly prohibited unless prior arrangements have been made with management. Disturbance to other Harrietville Hotel Motel guests and neighbours including excessive noise and music is prohibited and may result in eviction without refund. If a noise complaint is received a first warning will be given, if a second complaint is received this will result in immediate eviction with no refund.

BREAKAGES AND DAMAGES

Damages or breakages of furniture or furnishings must be reported to management immediately. Breakages or damages to the property and all communal or external areas that are caused by any guest and/or a guest's visitor will be charged and recouped in full of the guest's credit card. Excess cleaning required on departure or replacement of items removed from the accommodation will be charged to the guest's credit card. Furniture, fixtures, and fittings are not to be altered or moved between rooms or properties. There will be a charge incurred if furniture is not returned to its original location.

COMMERCIAL USE

The property is not to be used for commercial use.

LIABILITIES

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses, and disruptions due to electrical storms or other acts of God caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

SWIMMING POOL

Children under the age of 16 must be always supervised by an adult in the pool area.

NO TENANCY

You agree that regardless of your length of stay in there is no tenancy or other rights created under any Landlord and Tenant laws and there are no such laws that apply to your stay.

CHANGES BEYOND OUR CONTROL

Compensation will not apply if a significant change is made for reasons beyond our control. These include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, cyclones and other actual or potential severe weather conditions, act of government or public authorities or other circumstances amounting to force majeure and/or Acts of God.

BREACH OF TERMS AND CONDITIONS

You agree that, should you or your guests breach any of the terms and conditions:

You will pay to us the total loss or damage that we suffer because of that breach and hereby authorise us to debit your credit card in payment of that loss or damage and we may evict you and your guests without notice.

PETS

No pets are permitted, if there is evidence of any pets in your room you will be charged an additional \$250 deep cleaning fee. Unless prior agreement with manager to allow your pet has been confirmed and an extra cleaning fee has been paid. Guide Dogs and Service Dogs are permitted.

Pet owners agree to be responsible for all property damages and/or personal injury resulting from your pet. You further agree to indemnify and hold harmless Harrieville Caravan Park, its owners, and staff, from all liability and damage suffered because of your pet.

CANCELLATION POLICY

Cancellation must be received 14 days prior to arrival. Cancellations within 14 days of arrival are non-refundable. A credit may be applied due to special circumstances and must be approved by the manager.

No refund will be given after check in (i.e. early departures).

If you have any questions, please feel free to contact us 03 5759 2525 or email info@harrievillehotelmotel.com.au

- * The terms and conditions of booking are subject to change without notice.
- * Pricing is subject to change, and a minimum stay period and other conditions may apply. You should confirm with the property.