

# Terms and Conditions

**Soldiers Motel Terms & Conditions are set out for the safety and enjoyment of all guests staying. Failure to adhere to our terms and conditions may result in reservation cancellation or eviction.** A copy of these can be provided on request; however they are also on display at reception, in unit compendiums and on our website. Please read these terms & conditions carefully. By accessing and using the Soldiers Motel website or receiving in a confirmation email or entry into our reception or motel units, you agree that your access to and use of Soldiers Motel is subject to these terms and conditions. The person booking and checking into the unit("the Guest"), signing these conditions acknowledges and agrees that these conditions apply and extend to any person (also referred to as "Guest") occupying or visiting Soldiers Motel complex and/or using the facilities in the complex at the invitation of or with the authority of the Guest. Guests agree to pay all charges incurred by them and their "Guest(s)" during their stay including loss or damage to the unit.

**All personal information collected from you is maintained securely and is required to meet the requirements of Australian Federal or State legislation regarding the maintenance of a guest register, for fire safety reasons, for accounting and billing purposes and to market our services to you.** We will not make this personal information available to any third party without your prior consent except where required by law or to enforce our collection of amounts owing by you. We will not knowingly permit any misuse of this data. You may request access to personal information we hold about you. If you do not provide us with this information, we may be unable to provide you with accommodation.

**Prior to Checking in:** You may request a unit inspection as we are not required to provide a refund due to change of mind. We do not guarantee availability of an early check in unless you book and pay for the unit for the night prior to your early arrival.

**Occupancy:** commences and ends on the date as shown. Check out at the end of the occupancy is strictly 10am (unless special arrangements are made). You agree departure after that time may incur additional charges of \$25per/hr or part thereof.

**Maximum Occupancy:** Only the number of people designated on booking or check-in may stay in the unit overnight. You will be advised of the maximum occupancy per unit. Any extra people will be advised to leave. Due to law and fire safety regulations only the maximum occupancy is allowed.

**Payments:** are to be finalised on arrival to the motel. We accept master card, visa, amex and cash only

**Credit Card/Bond:** Entry to Soldiers Motel is conditional upon supply of a **Valid Credit Card and/or Bond Money, Driver's License & Vehicle Registration.** If in the course of a guest's stay during period of use, and/or any visitors of the guest to that unit and complex, should any unforeseen expenses become apparent the guest's account/credit card will be charged an amount appropriate to the expense, at a rate determined by the management of Soldiers Motel. In the case of a bond, the bond funds will be held until such time that all costs associated with the said expenses are recovered.

**Fees chargeable to guest accounts may include, but are not limited to:** Damage due to: Smoking in units - all units are non-smoking, ashtrays are provided for use on balcony areas only with doors closed. - Unit degradation (such as vomit, bodily waste, general damage, pet/animal, excessive cleaning and rubbish) – Stolen or damaged unit items – Units with kitchens if dishes left unclean - \$30 fee. Lost or stolen keys - \$20 replacement. Any problem sufficient to result in the unit being withdrawn from its availability to be let ie: an un-saleable condition, extra daily room tariffs may be charged based on business demand at the discretion of the managers.

**Keys:** You agree to return the key for the unit at the time of your departure or place in early departure box at reception. You agree to pay associated charges for the replacement of keys/locks should you lose or fail to return them. The responsibility to lock the unit is the guests upon departure/absence. The unit must be left securely locked upon check out and the key(s) returned to reception or early drop box.

**Refusal of Entry:** Managers reserve the right to refuse return guests who have caused damage or disruption to the motel and its guests on a previous stay and/or guests who have been evicted from other accommodation providers for same reasons or criminal behaviour. Also Underage guests will be denied access to the motel unless accompanied by a responsible parent or guardian for the duration of their stay.

**Tenancy:** Regardless of your length of stay there is no tenancy or other rights created under any laws and there are no such laws that apply to your stay. We grant you a license to stay in our units for the time of occupancy stated.

**Purpose/Disturbances:** The motel unit is not be used as a gathering place for partying or the like; The property must not be used for unlawful purposes and guests are requested to adhere to the rules ensuring every guest peaceful enjoyment of the location as any disruptive behaviour will not be tolerated.

**Warnings:** If the guest receives a warning or the occupancy is terminated and the guest fails to comply with the vacation notice the manager will be authorised to do whatever is legally required to enforce the eviction on any Guest and the removal of the Guest's property.

**Inspections:** The Managers may inspect the motel unit(s) at any time without notice should the managers opinion be that there is has been or is likely to be a breach of these terms and conditions.

**Eviction:** Managers reserve the right to evict guests staying who have caused or are causing damage or disruption to the motel and its guests. If the occupancy ends or is terminated, the Guest must immediately vacate the premises. The Manager is authorised to do whatever is required to enforce the eviction of any Guest and removal of Guests property.

**Refunds:** We are not required to provide a refund for change of mind or unscheduled departure.

**Misinterpretation:** Descriptions of Soldiers Motel are made in good faith and the Managers are not responsible for any misdescription/misinterpretation of the motel by online booking sites.

**No pets or animals:** are allowed in the complex or units at all.

**Swimming Pool:** For consideration of all guests swimming pool hours are between 8.00 am – 9.00 pm

**Cancellation Policy:**

• **2 Days Notice is required for all bookings. Should the required notice not be given, the first nights fee is charged and retained.**

• We reserve the right to offer alternative accommodation of a similar standard or full refund in the event of the accommodation operator overbooking their property or for any unforeseen circumstances, giving as much notice as reasonably possible.

**Christmas & New Years Eve Bookings:**

• At Christmas & New Years the first nights charge is required as deposit either by credit card, cheque, money order or cash. Remainder is payable on arrival.

• Names of all guests staying on New Year's night is required, allowing only the people booked into the motel access to the motel. No extras are allowed access.

**Guest Feedback:** We send an email on departure for guests to submit feedback of their stay

**Complaints:** Whilst we have numerous policies in place to help control possible problem issues and we do all that is possible to avoid complaints, should you have a complaint, please bring the issue to the attention of reception or managers as soon as the problem has/is occurring. If there are disturbances in the motel, we cannot try to do anything unless we are made aware of the problem at the time; by bringing the problem to our attention the following day, the best we can do is apologise for other people's behaviour.

Please advise reception or manager that you wish to discuss a problem. Through discussing your concern(s) and the courses of action available, we hope to put things right straight away or alternatively, explain why they are not able. If the matter is not satisfactorily resolved in discussion, you may advise the manager that you are not satisfied and you should then provide written details of your complaint to the manager who will provide a written response within seven days of receiving your written complaint. If the manager rejects the complaint, the manager must give reasons for the rejection in the written response.

**Incidents/Accidents:** Please call 000 in emergencies.

**Valuables:** You agree any monies or other valuables, goods or vehicles that belong to you, brought in or on to the units, grounds or car-park remain your responsibility and we will not be responsible for their safekeeping. No responsibility is taken for any property left by a guest at the premises (Please check all wardrobes and drawers before vacating the property).