



CANCELLATION POLICY

- Prices may be subject to change. All quoted rates are valid at writing but management reserves the right to change quoted rates with confirmation due to any major unforeseen circumstances.
- Management reserves the right to shift or move guests around to the same type or another type of unit at the same price to accommodate present / long stay / future bookings.
- Minimum nights stay may apply during peak, special events, public holidays or long weekends please enquire when making booking.
- Any damage or theft from a unit or motel property will be charged to those concerned including all charges for the recovery of costs including any resultant loss of income if applicable.
- Units are to be left in a clean and tidy state with no damage or theft. If damage or theft is evident, extra charges will apply, including any recovery/legal costs.

BOOKING CONFIRMATION

- Reservations will only be confirmed by supplying valid credit card details, or advance payment of first night's stay.
- Your supplied credit card may be drawn on as the deposit for the first nights accommodation. You will be notified though if we draw on your credit card.
- Debit cards will be drawn on for the total amount of stay.

CANCELLATION POLICY, STANDARD POLICY / NON PEAK TIMES

- A confirmed booking if cancelled may incur a 20% cancellation charge of one night's stay.
- Cancellations 7 to 14 days prior to arrival - 1st night charged
- Cancellations within seven days prior to arrival - All nights charged
- Management reserves the right to debit the guest the night's accommodation left vacant by their early departure.
- It is at management's sole discretion to change, waive, or drop, any charges occurring from the above cancellation policy. Any variation to cancellation policies will be taken on its merit and reasons supplied. Please do not hesitate to inquire if you have any issues on our policies.

Group bookings/cancellation policies/deposits/confirmations, differ from those above. Please check when organising.

FOOD/COOKING ODOURS

- Management reserves the right to charge the guest a minimum of one night's accommodation for extra cleaning and loss of revenue if the unit is tainted by food odours.
- Absolutely NO gas cookers, burners or slow cooking crock pots are allowed in the units.

SMOKING

- Smoking is **NOT PERMITTED** in the units. Smoking is permitted outside the units only, away from open doors and windows. Management reserves the right to charge the guest a minimum of one night's accommodation for extra cleaning costs and loss of revenue if the unit is tainted by smoke residue, no matter how minor. All units are fitted with smoke detectors connected to a monitored alarm system. Guests will be directly responsible for any charges resulting from the alarm being activated through smoking or inappropriate use.

CHECK-IN

- 2pm on day of arrival or sooner if room is ready and available and at the discretion of management.

CHECK-OUT

- 10am unless prior arrangement and availability allows a later check-out. Charges may apply.