

Hotel Terms and Conditions

It's important to us that each Guest is given appropriate information to make their stay as comfortable as possible. Here you can find details of our Hotel Policies on items such as Check-In/Check-Out times, Cancellations, Payment, and much more. For additional details, please contact the hotel and speak to one of our helpful Team Members

Check in: from 14.00

Check out: until 10.00

EARLY ARRIVALS & LATE DEPARTURES

Both early arrival and late departures are subject to availability and on request basis only. If available, late departure is \$30.00 per hour from 10am (usual check out time). There is no fee for early check in if it is able to be provided.

CANCELLATION:

- On receipt of your booking, non-refundable first night stay deposit for any cancellation.
- Within 7 days of arrival date, loss of 50% of the total accommodation charges.
- Within 24 hours of arrival or in the case of 'no show', full cancellation fees apply.

Payment Options

American Express 3% surcharge

China Union Pay 2% surcharge

MasterCard 1% surcharge

Visa 1% surcharge

Direct deposit fund into Hotel bank account

Family Children

Children under 10 stay free sharing with parents using existing bedding. If extra bedding is required third person rates apply, AUD 40 per child, per night.

Breakfast rates

- 0 – 3yrs: Free
- 4 – 10yrs: 50%
- 10+ years of age: full charge

The maximum number of extra beds and cribs allowed depends on the room you choose. Double check your selected room for the maximum capacity.

Please note that this hotel requires a \$150.00 credit card pre-authorization or cash deposit upon check-in to guarantee payment for any incidental charges.

All the guests are required to present a valid photo ID upon check-in.

Secured parking is available on site for AUD 20 per car per day. (reservation is required)

All Rooms and Facilities are NON SMOKING.