



## TERMS AND CONDITIONS

These terms and conditions sets forth the general terms and conditions of your use of the [www.thebeachrooms.com.au](http://www.thebeachrooms.com.au) website and any of its related products and services.

### RECEPTION

Reception is contactable from 9am to 6pm daily on 0411361155. The after hours number is provided in your guest room.

### CHECK IN & CHECK OUT

Standard check in time is from 2.00 pm to 6pm on the day of arrival and the room is to be vacated by 10.00 am on the day of departure. Early arrivals and late check-outs are at the discretion of Management and must be requested at the time of booking. You must be 18 years or over to make a booking and proof of ID will be required on arrival.

### PAYMENT AND CANCELLATION

Guests will have the freedom to cancel by 2pm, 48 hours prior to arrival.

Full payment will be taken at 2pm, 48 hours prior to arrival, this amount is non-refundable. Cancellations made within 48 hours of arrival will incur a 100% fee.

Any verbal quote given is an estimate only of price, which will subject to a written advice on confirmation of the booking via email

### GROUP BOOKINGS (3 ROOMS OR MORE)

Bookings of three or more rooms will be classed as a 'Group Booking' and as such additional conditions apply:

- A full rooming list is required seven days from arrival
- Full payment is collected 7 days prior to arrival
- Bookings cannot be cancelled or amended once this Full payment has been made

### LONG STAYS (4 NIGHTS OR MORE)

Bookings of four or more nights will be classed as a 'Long Stay' and as such additional conditions apply:

- Full payment is collected 7 days prior to arrival
- Bookings cannot be cancelled or amended once this Full payment has been made

### CREDIT CARD SURCHARGE

Payment by credit card will incur a 1.3% credit card surcharge. If you wish to pay an alternative way, please advise the motel within 2 days of arrival.

### ACCESS

Please be aware that there is no lift or elevator. Access to most rooms is via stairs

### SMOKING

Smoking is strictly prohibited inside any rooms. If there is any evidence of smoking inside rooms you will be charged an additional \$500 for a specialised clean to eliminate odours. There is a designated smoking area onsite. Please enquire at reception.

### PETS

Unfortunately, we are unable to accommodate pets. But can make recommendations on nearby kennels and dog sitters.

### PERSONAL BELONGINGS

Please 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.

Items found after departure will be held for one week and then donated to charity. Guests are to contact reception discuss item pick up or postal return at the expense of guest. A minimum fee of \$20 will be charged to return items.

## **PARKING**

There is complimentary onsite parking for on car per room booked. This parking is not undercover. There is street parking nearby for extra cars. Visitors must use street parking. The Beach Rooms is not liable for any loss or damage to a vehicle, nor to any property or effects of any persons using the carpark, nor for any personal injury suffered by them howsoever caused whether from negligence of The Beach Rooms

## **TRAVEL INSURANCE**

We highly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the reimbursement of any monies paid in the event the travel is cancelled; loss or damage to personal baggage and loss of money and medical expenses

## **BEHAVIOUR**

Parties or gatherings are strictly prohibited, unless prior arrangements have been made with Management. Disturbance to other 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 from 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, along with lost or damaged keys.

Furniture, fixtures and fittings are not to be altered or moved between rooms or the property. There will be a charge incurred if the furniture is not returned to its original location.

## **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.

## **SWIMMING POOL POLICIES**

- Open 8am – 8pm daily
- All pool areas are exclusively for registered hotel guests only.
- There is no lifeguard on duty swimming is at your own risk.
- Children under the age of 12 must be accompanied by an adult at all times.
- No smoking or e-cigarettes allowed in pool area.
- Diving is not permitted as the pool depth varies.
- No glass allowed in pool area.
- Music allowed with the use of personal headphones only – no amplified music of any kind.

## **CHILDREN**

Steps and balconies need to be taken into consideration. Please note there are no baby gates or stair barriers and supervision is the responsibility of parents & guardians. Supervision of children around stairs, balconies, roads, driveways, and all areas of the property and surrounds are the sole responsibility of parents/guardians and The Beach Rooms accepts no responsibility.

## **ACCEPTANCE OF THESE TERMS**

You acknowledge that you have read this Agreement and agree to all its terms and conditions. By accessing and using the Website and Services you agree to be bound by this Agreement. If you do not agree to abide by the terms of this Agreement, you are not authorized to access or use the Website and Services.

## **CONTACTING US**

If you would like to contact us to understand more about this Agreement or wish to contact us concerning any matter relating to it, you may do so via the contact form or contact us at:

### **ADDRESS:**

6-10 Fraser St Nambucca Heads NSW 2448

### **EMAIL:**

stay@thebeachrooms.com.au

### **PHONE:**

0411 361 155

*This document was last updated on October 2022*

