

# ACCOMMODATION CONDITIONS

## VIBE AND MEDINA HOTELS AND TRAVELODGE MIRAMBEENA

### **Deposit**

30 days prior to arrival one nights accommodation payment per room will be forwarded to the hotel.

### **Cancellation Policy**

Cancellation of rooms within 30 days of arrival is subject to a to one night's accommodation charge per room.

### **General Information and Policies**

#### Check In Time

Check in Time is 2.00pm. If accommodation is required prior to 2.00pm the hotel requires each room to be preregistered at the full group rate. Without pre-registration the hotel cannot guarantee room availability.

#### Check Out Time

Check out time is 10.00am unless otherwise confirmed by the hotel.

#### Damage

Guests are financially liable for any damage sustained whilst in the hotel property whether through their own actions or through the action of their appointed agent or invited guests.

#### Service Charges & Taxes

The accommodation and Food and Beverage charges in this contract are inclusive of the Australian Goods and Services (GST) tax. Any new taxes or changes to the existing taxes will be in addition to the stated herein and will be the responsibility of the client.

#### Force Majeure

The Hotel will not be liable for any non-performance of its obligations under the Contract in the event such nonperformance is caused or contributed by riot, fire, war, terrorist acts, Acts of God, labour dispute, government regulations, flood and other force majeure events.

## CROWNE PLAZA AND HOLIDAY INN ESPLANADE

### **Accommodation Rate Information**

- Rates are inclusive of GST and are per room per night per hotel
- The above rates are inclusive of one (1) Breakfast- additional Breakfast will be \$20.00
- Triple rooms (3 adults) will incur an extra \$65 charge per night
- Children staying under the age of 19 using existing bedding do not incur any extra charge
- The maximum occupancy for any room is 3 adults
- Please note, these rates may be extended pre and post the dates above at the discretion of the hotel and subject to availability only

### **Deposit**

30 days prior to the Commencement Date one night of accommodation for each confirmed reservation is required and will be charged (non-refundable) to the guest credit card provided upon registration.

### **Cancellation Policy**

- Any cancellation of accommodation made between 30 and 15 days (inclusive) of the Guest's arrival shall entail payment of compensation of 1 night of accommodation (charged to the guest credit card at 45 days). The cost of the cancelled service will be charged to the credit card provided at time of booking to guarantee the reservation.
- Any cancellation of accommodation made between 14 days and the Guest's arrival, shall entail payment of compensation of 100% of the cost of cancelled services. This includes rooms booked for pre and post the dates of the main group. 100% of the cost of the cancelled services will be charged to the credit card provided at time of booking to guarantee the reservation.
- Should a Guest 'No Show' for their reservation, compensation of 1 Nights accommodation fee will apply and be charged to the credit card provided at time of booking to guarantee the reservation.

Individual guests will also be subject to the following and all associated fees will be charged to the guest credit card:

- Date change (duration of booking will be charged)
- Early checkout (remainder of booking will be charged)
- Cancellation penalties (see above)
- Incidental charges (including those supplied by an external source)

## **General Information and Policies**

### Check In/ Check Out

Whilst every effort will be made to have your rooms ready as close to your arrival as possible, normal check-in time is from 1400 hours. Check-out time is 1100 hours. Should you have any special requests for check-in or check-out, we would be only too happy to discuss these details with you.

### Conduct

The Hotel reserves the right to remove any guests from the premises if they behave in a manner unreasonable or potentially disruptive towards the well being of the other guests and staff members.

### Loss or Damage

The Hotel will endeavor to take all possible care but accepts no responsibility for damage or loss of equipment, merchandise or other property left on the premises prior to, during and after a stay. The Hotel recommends that guests arrange an independent insurance policy to cover such damages and/or losses. The Guest is financially responsible for any damage sustained, or loss incurred, to the Hotel's property, carpet, fixtures or fittings, whether through their own action or the action of their guests, appointed agents, contractors or sub-contractors prior to, during and after their stay. The guest is to ensure that nothing is nailed, screwed, stapled, pinned or adhered to any wall, door, ceiling, furnishing or other surfaces or part of the Hotel.

### Parking

Please note that all parking is subject to availability and a daily rate applies.

### Responsibility

Should the Hotel be unable to provide the facilities reserved due to circumstances beyond our control, no further claim other than the entitlement to a full refund of any deposits paid may be made. The Hotel will endeavor to provide the client with reasonable notice.

### Tax Alterations

Rates are subject to change in the event of tax alterations by the government.

## **MANTRA PANDANUS**

### **Accommodation Rate Information**

- Rates include GST for Mantra on the Esplanade.
- Mantra Pandanas operates under a Management Letting Agreement which does not charge GST.
- All rates are quoted room only.

### Extra Person Charge

Each additional person to a room will be charged at a rate of \$50.00 per night for the use of a rollaway or sofa bed. This is applicable to one bedroom apartments only where a third person can be accommodated.

### **Cancellation Policy**

- No less than 14 days prior, no cancellation fee charged.
- Between 13 days - 72 hours prior, 75% of total accommodation rate per room will be charged.
- 72 hours prior, 100% of total accommodation rate per room will be charged.
- If the group requires any apartments or apartment nights cancelled, the following conditions apply:
  - All cancellations must be made in writing.
  - Any room nights cancelled or no shows will also incur the above cancellation charges.

## **General Information and Policies**

### Extra Person Charge

Each additional person to a room will be charged at a rate of \$50.00 per night for the use of a rollaway or sofa bed. This is applicable to one bedroom apartments only where a third person can be accommodated.

### Additional Nights/Rates

Accommodation for dates outside of the above mentioned dates is subject to availability and will only be confirmed via writing to the Reservations Manager. Additional nights outside of the special event period will be at the best available rate of the day.

### Credit Card

A service fee of 2% will be charged for payment by credit/debit card on any account that exceeds \$2,500.00 when paying for group accommodation (this does not apply to individuals within a group paying for their own room accommodation only).

### Incidental Charges

All guests will be required to produce a credit card on arrival to be used as security for incidental charges.

#### Accommodation Check in & Check out times

Check in is from 2.00pm daily. Check out is 10.00am daily.

For arrivals or departures outside of these times. luggage storage facilities are provided free of charge.

#### Porterage Policy

Group porterage is \$5.00 per person.

#### Individual Charges

Individual delegates will be required to leave a credit card imprint with reception on check in, in order to cover account. Each guest's final account will need to be paid prior to departing the hotel.

#### Damage

Clients/Guests are financially liable for any damage sustained to hotel property whether through their own action or through the action of invited guests.

#### Force Majeure

Neither party may be held for any act, omission or circumstance due to an event beyond their control which that party could not have avoided with a reasonable effort, providing it advises the other party in detail and in writing. as soon as possible after the occurrence of the said event, and that it takes reasonable steps to remedy the situation quickly and remove the cause of those acts, omissions or circumstances. These acts, omissions or circumstances shall include but not be limited to:

- War, declared or undeclared, revolution or action taken by public enemies; riots or civil disturbances; strikes, lock outs or work stoppage, affecting all or part of the Hotel staff; acts of God; fire, floods; storms; constraints imposed by any government or public authority; or any other cause that is reasonably beyond the control of one of the other party.
- The duty to remedy anyone of these causes quickly in no way includes the duty to end strikes or industrial conflict by accepting the demands of the other party or parties.

#### Pricing, Service and Tax Charges

All prices and rates quoted are in Australian Dollars (AUD). Please note that any new taxes or changes to existing taxes will be in addition to that stated herein and will be the responsibility of the client and will be charged accordingly. All rates and conditions quoted in this contract are based on room and meeting requirements presented. Should any modifications be made to these requirements, the Hotel reserves the right to renegotiate rates and conditions accordingly.

#### Car Parking

Both the Mantra on the Esplanade and Mantra Pandanas offer under cover car parking for passenger vehicles. There is a \$12 per vehicle per night charge for car parking.