

# **THE LAKES HOTEL**

## **ACCOMMODATION TERMS & CONDITIONS**

Please carefully read and agree to the following terms and conditions before booking and checking into the property. By completing a booking, you confirm your acceptance of these terms and conditions.

### **Damages and Expenses:**

1. Any damage, loss, or expense caused by a breach of these Terms & Conditions will be charged to any of the credit cards provided for the booking. Examples include breakage, damage, excess cleaning requirements, and additional guests beyond the declared number.

### **Unavailability of Property:**

2. In the event that the property becomes unavailable for your occupancy due to unforeseen circumstances (e.g., fire, storm, damage), Management will notify you immediately and make every effort to find suitable alternative accommodation. If alternative accommodation cannot be arranged, a full refund of any paid amount will be issued

### **Entertainment & Noise**

Please note that we are a live entertainment venue. There will be associated noise and disturbances in the accommodation area due to entertainment, DJs, events, bars, restaurants, and beer gardens.

### **Arrival and Departure**

- Check-in time is from 2pm. Early arrival requests are subject to availability, during peak periods this option will not be available.
- Upon check-in, guests must provide a valid Australian driver's license or passport, a current mobile phone contact number and an email address.
- A valid credit card under the guest's name on the booking confirmation is required and a key deposit of \$50 is required. Cash is NOT accepted for this deposit. Failure to provide a key deposit will result in a refusal of check-in. The key deposit is returned following the return of your key and pending room inspection. This return of funds is processed through the same online portal we use to charge your card, return of funds is generally within 24-48 hours but can take up to 10 days depending on your financial institution.
- The premises are rented to the person (18 years or older) making the booking, who will be held responsible for the conduct of all guests. The premises are for short-stay accommodation purposes only, as stated on the Confirmation, and the maximum number of persons must not exceed the agreed limit. Additional guests will incur charges.

## **In-house Policy**

- Smoking is strictly prohibited in all rooms, bathrooms, and enclosed areas. A minimum fee of AUD \$250 will be added to the room charge for additional cleaning and loss of revenue.
- Setting off a false fire alarm in a guest room will incur a fee of AUD \$1,500.
- Pets are not permitted. Certified Service Dogs are permitted, we will request to view Certification Paperwork and require Guests to notify us prior to their arrival date. Certified Service Dogs are not to be left unattended in hotel rooms at any point during the stay.
- Excessive cleaning requirements in the room will incur a minimum charge of AUD \$150. Linens and towels will be counted, and any damage or theft may result in charges to the credit card/s.
- A fee of AUD \$100 will be charged for the removal or loss of the Phillips TV remote or in-room air conditioner remote.
- Exceeding the maximum number of allowed guests in the room is not permitted and will incur charges.
- Guests are responsible for keeping the property secure during their stay. The guest will be held responsible for any theft or damage caused.
- All laws must be observed, and consideration must be given to the quiet enjoyment of other occupants and neighboring properties. Noise pollution is a punishable offense, and the reservation may be immediately terminated or result in the loss of the security bond for any breach of this condition.
- Individuals under the influence of drugs or alcohol or with aggressive behavior will be asked to leave the hotel. The venue reserves the right to deny access to guests and request their departure.

## **Liability and Property**

- The property owner or agent accepts no liability for any injury, theft, damage, loss, delay, expense, or inconvenience caused directly or indirectly by events beyond their control. Guests are encouraged to obtain personal property or travel insurance.
- No responsibility is taken for guests' personal property left on the premises during or after their stay. Guests may request the recovery of lost items, but they will be responsible for postage, packaging, and search-related costs. Unclaimed items will be disposed of after 14 days.
- Property descriptions are made in good faith. While our team provides accurate descriptions of the premises, position, and furnishings to the best of their ability, no responsibility or refunds can be accepted for alleged misrepresentation. Guests are advised to carefully choose their room type using the information provided on our website.
- Guests must promptly notify the property of any maintenance or appliance malfunctions, and the property will aim to rectify or resolve the issues during the stay.
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## **Child Policy**

Children are welcome but must be accompanied by a responsible adult. We do not provide cots or extra mattresses, these may be brought in by guests.

### **Payment Policy**

- We accept MasterCard, Visa, and American Express.
- Payment will be charged to the nominated card/s at the end of the free cancellation period.
- Guests booking with a payment plan agree to the following:
  - The purchaser must be over 18 years old and have a valid credit card in their own name.
- We reserve the right to cancel your booking, without notice, if payment of the provided credit card/s fails.

### **Credit Card Charges - 1.6%**

By making a booking and providing your credit card details, you agree to the following terms and conditions regarding credit card charges:

1. **Credit Card Surcharge:** A surcharge of 1.6% will be applied to all payments made using a credit/debit card. This surcharge is to cover the fees imposed by the credit card processing company.
2. **Payment Authorisation:** By providing your credit card details, you authorise us to charge the total amount due, including any applicable surcharges, to your credit card/s.
3. **Accurate Information:** You are responsible for ensuring that the credit card information provided is accurate and up to date. Any errors or discrepancies in the provided information may result in a delay in processing the payment or the inability to complete the transaction.
4. **Currency Conversion:** If the payment is made in a currency different from the currency in which the booking was made, the payment will be subject to currency conversion at the prevailing exchange rate. Please note that additional charges may apply for currency conversion, and you may incur fees or charges from your credit card provider for foreign currency transactions.
5. **Refunds and Cancellations:** In the event of a refund or cancellation, any applicable credit card surcharges paid will not be refunded. Only the actual amount paid for the booking or service will be refunded, subject to the cancellation policy and any applicable fees.
6. **Disputes:** If you have any concerns or disputes regarding credit card charges, please contact our customer service team promptly. We will make every effort to resolve any issues in a fair and timely manner.

Please note that these terms and conditions regarding credit card charges are subject to change without prior notice. It is your responsibility to review and understand the current terms and conditions before making a payment.

### **Cancellation or Variation**

- Bookings made via an online travel agent must contact the customer service team from the website used for any changes or cancellations.
- Cancellations or amendments related to COVID-19 will be treated according to the general booking cancellation terms and conditions agreed upon at the time of booking. Guests are advised to consider travel insurance that covers COVID-19 or book the most flexible option for maximum flexibility.
- Group bookings may have specific cancellation policies applied - to be discussed and provided at the time the booking is placed - regarding (but not limited to); cancellation periods, deposit dates, room rates.

We recommend reviewing these terms and conditions carefully before booking and checking into the property. Your completion of a booking confirms your agreement to these terms and conditions. If you have any questions or require further clarification, please contact us.

We reserve the right to change these terms and conditions at any time without prior notice.