



## BOOKING TERMS AND CONDITIONS AND POLICY - OCEAN PARK HOLIDAY APARTMENTS

This agreement is between you "The Guest" and "Ocean Park Holiday Apartments".

### 1. *Check-In / Check-Out Times:*

This property has the following check-in and check-out times and policies.

Check-In: 2:00 PM

Check-Out: 10:00 AM

### 2. *Payment/Cancellation Policies:*

- Guests can cancel free of charge until 3 days before arrival.
- Guests will be charged a prepayment of the total price of the reservation in the 3 days before arrival, once payment is received you will be advised that your reservation is confirmed.
- Guests will be charged the total price of the reservation if they cancel in the 3 days before arrival.

### 3. *School Holiday's & Xmas Reservations:*

- The guest can cancel free of charge until 14 days before arrival.
- The guest will be charged the total price of the reservation if they cancel in the 14 days before arrival.
- If the guest no-shows, they will be charged the total price of the reservation.

### 4. *Cleaning:*

Your tariff is inclusive of a standard clean after your departure, however, should additional cleaning (above a standard clean) be deemed necessary by our cleaners, then the additional cleaning charges will be deducted from the credit card provided upon booking.

Charges will be deducted if the accommodation is left in an unreasonable condition, which includes:

- Smoking inside the property.
- Bad odour (no cooking of seafood in rooms)
- Excessive rubbish left in the bins.
- Soiled or stained bed covers, rugs, carpet, upholstery, furniture, and walls.
- Excessive hand marks on windows or walls.
- Lost or damaged remote controls and misplaced keys.

5. *Damage:*

The guest assumes all liability for damage of room and contents within the term of their occupancy. Any breakages, unaccounted for motel property or damage to the accommodation, its fittings or facilities will be charged to the guest at replacement/repair cost plus 10%.

6. *Loss of Income caused by Damage:*

If the property is damaged to the extent it cannot be rented out, the guest is liable for loss of income until the damage can be restored.

7. *Maximum Persons:*

Number of Guests, including visitors, should not exceed the number stated in the list below. A charge of \$25 per night will apply for excess persons in the motel rooms AT ANY TIME not agreed with the property in advance and may result in immediate termination of the booking.

Each of our studios/apartments has a maximum number of guests allowed. The number of guests allowed to occupy accommodation managed by Ocean Park Holiday Apartments at any one time is outlined below:

- Studio, Room No. 1, 4 (3)
- Studio, Room No. 2, 3 (2)
- Superior Studio, Room No. 7 (3)
- One Bedroom Apartment, Room No. 5, 6, 9 (3)
- Two Bedroom Apartment, Room No. 8, 11 (6)
- Two Bedroom Apartment, Room No. 13 (4)
- Three Bedroom Apartment, Room No. 10 (6)
- Three Bedroom Apartment, Room No. 12 (7)

8. *Behaviour:*

We love to see our guests enjoy themselves. However, you are expected to behave in a respectful manner. Our motel is located within residential areas, and we wish minimal impact to other motel guests and neighbouring properties. **We do not permit parties** and the like, loud music, fireworks, unlawful acts, and general anti-social behaviour. Violation of this will be addressed and your booking will be cancelled immediately without refund. You will be asked to vacate the property immediately, and your alternate accommodation will have to be arranged by you at your own cost.

9. *Noise:*

So as not to disturb other guests and our neighbours, you agree to abide by the property regarding quiet time; Before 8am and after 9:30pm on any day.

10. *Condition of Property:*

We do our best to ensure that equipment and items in our motel rooms are in good and working condition by conducting regular audits. If for unforeseen reasons, items are not in working order or there is a failure during your stay, we will do our best to rectify the issue in a reasonable timeframe. Reduction of tariff or refunds are only offered for circumstances deemed as a major failure.

11. *COVID-19:*

As a requirement to your stay at this establishment we require all guests to check-in and checkout using the QR Code provided in all Motel rooms or at Reception. This is necessary as to comply with any directions from the chief medical officer of NSW and any subsequent investigations by the Coffs Clarence constabulary. Thank you for your understanding as we endeavour to keep everybody safe.