

## **Nullagine Hotel Terms & Conditions**

### **Room rates & charges (Please see end of document for large company bookings)**

- When booking, you agree that you will pay 50% of the room rate at the time of booking and the remaining amount will be due on check in. Settlement of any additional charges incurred during the stay will be due upon check out.
- Additional charges include cleaning fees if your room is left in an untidy state or damaged (fee based on damage) and lost/stolen key fee.
  - Rooms left untidy - \$200
  - Smoking in room charge - \$200
  - Lost/Stolen key \$200 per key
  - Property damaged or stolen – fee based on damage/loss
- Failure to settle your account upon check out will result in the same credit card used for the booking guarantee, being charged the full amount.

### **Alterations to bookings (Please see end of document for large company bookings)**

- Written or email notice of alterations to bookings must be provided a minimum of 48 hours before check in.
- If you cancel or shorten your stay after check in, you will be charged for the nights which you have stayed plus an additional night as a cancellation fee or 50% of the booking, whichever is greater.

### **Cancellation Policy – small bookings 1-5 rooms (Please see end of document for large company bookings)**

- Bookings must be cancelled in writing by 2pm, 48 hours prior to your check in on the day of arrival. If a booking is cancelled before 48 hours we will refund the total booking amount. If it is cancelled within 48 hours, we will retain 50% of the booking total or the equivalent of one night's stay, whichever is greater.
- A no-show is when you do not arrive on the first day of your reservation. A no-show will be charged 100% of the booking.
- If you cancel or shorten your stay after check in, you will be charged for the nights which you have stayed plus an additional night as a cancellation fee or 50% of the booking, whichever is greater.

### **Booking guarantee (Please see end of document for large company bookings)**

- A 50% deposit must be paid when booking and a valid credit card must be provided to guarantee your booking and provide security for payment of any outstanding amounts.

### **Meals**

- Meals are charged at a day rate and include breakfast, packed crib lunch (or you can chose to order from the menu in the pub) and dinner. If you would like to change the amount of meals you receive, please contact us and we will provide you with a quote.

### **Check in & Check out**

- The standard check in time is *from* 2pm on the first day of your booking. If you require an early or late check in time, please send us an email or call us on (08) 9176 2000. Check-out is strictly 10 am on the day of departure.
- If you require a check in time that requires us to keep the room empty the night before we will advise you of the additional charge to pay, (this will depend on the time you require check in) and will be subject to availability.
- When you check in, you may be asked for photographic identification. If you are unable to provide photo ID, your booking may be cancelled.

### **Releases and Indemnity**

- Any valuable, monies, goods or vehicles that belong to you and are then brought on to the property or in your room remain your responsibility. To the extent permitted by law, you agree to release and hold harmless Nullagine Hotel and its current and former officers, employees and agents against and from all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including consequential and economic losses, property loss/damage and damage for injury, including personal injury and death) arising out of, caused by, attributable to or resulting from your reservation or your stay at the Nullagine Hotel for any reason whatsoever.
- When booking, you agree to the terms and conditions listed above.

Lastly, we hope you enjoy your stay with us and experience this unique part of the Pilbara!

### **The below terms and conditions apply to large company bookings only**

Large bookings – Are more than five rooms and longer than seven nights.

### **Room rates & charges**

- When booking, you agree that you will pay 50% of the room rate at the time of booking and the remaining amount will be due upon check out. Settlement of any additional charges incurred during the stay will be due upon check out.
- Additional charges include cleaning fees if your room is left in an untidy state or damaged (fee based on damage) and lost/stolen key fee.
  - Rooms left untidy - \$200
  - Smoking in room charge - \$200
  - Lost/Stolen key \$50 per key
  - Property damaged or stolen – fee based on damage/loss
- Failure to settle your account upon check out will result in the same credit card used for the booking guarantee, being charged the full amount. If the credit card declines, your booking will incur 10% interest from the check-out date, compounding weekly.

### **Alterations to bookings**

- Written or email notice of alterations to bookings must be provided a minimum of five days before check in.

- If you cancel or shorten your stay after check in, you will be charged for the nights which you have stayed plus an additional night as a cancellation fee or 50% of the booking, whichever is greater.

### **Cancellation Policy**

- Bookings must be cancelled in writing 5 days prior to your check in on the day of arrival. If a booking is cancelled before 5 days we will refund the total booking amount less the fee equivalent to one night's stay. If it is cancelled within 5 days, we will retain 50% of the booking total or the equivalent of one night's stay, whichever is greater.
- A no-show is when you do not arrive on the first day of your reservation (without notice). A no-show will be charged 100% of the booking.
- If you cancel or shorten your stay after check in, you will be charged for the nights which you have stayed plus an additional night as a cancellation fee or 50% of the booking, whichever is greater.

### **Booking guarantee**

- A 50% deposit must be paid when booking and a valid credit card must be provided to guarantee your booking and provide security for payment of any outstanding amounts.