

## **Nullagine Hotel Terms & Conditions**

### **Room rates & charges**

- When booking, you agree that you will pay the room rate in full upon check in and any additional charges 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 (\$40)
- 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**

- Written or email notice of alterations to bookings must be provided a minimum of 48 hours before check in.

### **Cancellation Policy**

- Bookings must be cancelled in writing by 2pm, 24 hours prior to your check in on the day of arrival. A no-show is when you do not arrive on the first day of your reservation. Cancellations and no-shows will be subject to a fee which is equal to the accommodation fee of one night of the booking. If you are arriving 24 hours after your standard check in, you must call or email us if you wish to keep the remainder of your 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.

### **Booking guarantee**

- 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 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 10 am.
- 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!