

Nullagine Hotel Terms & Conditions

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

- When you book a room, you agree to pay the value of one nights stay as a deposit and the remaining balance 48 hours before arrival.
- 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.
- For bookings during busy periods or events, the full booking amount will be charged when you make the booking and there will be no refunds given for changes/cancellations.

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 to avoid charges.
- 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.

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 date. If a booking is cancelled before 48 hours, there will be a \$30 cancellation charge and the remaining amount will be refunded. If it is cancelled within 48 hours, we will charge the full booking amount.
- 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)

- One night's deposit must be paid at the time of booking. During busy periods and events, the booking must be fully paid when you make the booking.

Meals

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

Check in and Check out

- The standard check in time is *from* 2pm on the first day of your booking and check out is by 10am on the day of departure. 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.
- 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.

The below terms and conditions apply to group bookings only

Group bookings – For any bookings more than five rooms and/or longer than seven nights.

Room rates & charges

- A 50% deposit will be required when making the booking and to confirm.
- The remaining balance will be due **two weeks** before arrival.
- 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 seven days before check in to avoid charges.

- No refunds or changes after check in.

Cancellation Policy

- Bookings must be cancelled in writing by emailing nullyhotel@gmail.com.
- Bookings cancelled up to two weeks before arrival will be refunded less \$30 booking fee.
- Bookings cancelled up to one week before arrival will forfeit 50% deposit.
- Bookings cancelled within 48 hours of arrival will forfeit the entire booking amount.
- 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.

Booking guarantee

- As well as a 50% deposit, group bookings also require a valid credit card provided to guarantee your booking and provide security for payment of any outstanding amounts.