



Terms and Conditions

Country Gardens Motor Inn

Country Gardens Motor Inn has a strict policy for handling customer information. The information you provide to *Country Gardens Motor Inn* is confidential and protected to the fullest extent possible. *Country Gardens Motor Inn* will not disclose or distribute customer information to third parties without prior written consent by the customer.

Guest Registration Card

By completing and/or signing our Guest Registration Card, you agree that your access to and use of this Motor Inn is subject to the following terms and conditions:

- ❖ You authorise us to firstly charge your credit card (or if a credit card is not supplied an account will be issued), and accept charges for any of the following but not limited to – lost keys, extra guests or bedding than quoted at time of check-in, any non-standard cleaning required due to you or your guests actions while staying in our rooms, damage to any furniture, carpet or fixtures, failure to declare mini-bar items and any other omissions.
- ❖ Also, by signing the Guest Registration Form you agree to allowing us to pass on to persons we deem appropriate, **your details or anyone else occupying or visiting the room, should you or any of your visitors** fail to comply with any of the following but not limited to:
 - Failure to settle your account
 - Smoke in one of our rooms or near the door of the room which causes smoke to be present in the room
 - Have animal/s in the room
 - Room degradation (such as vomit, bodily waste, drugs etc)
 - General damage to motel property, carpets, fittings and fixtures
 - All non-standard cleaning charges
 - Any problem sufficient to result in a room being withdrawn from it's availability to be let

Check In & Check Out

- ❖ Check-in is generally from 12:00 pm on the day of arrival (may be subject to change)
- ❖ All booked accommodation must be paid in full at check-in on arrival date or as agreed to by the management
- ❖ Accommodation may be paid by cash (a bond may be required) or other agreed method. A credit card surcharge applies to all American Express & Diners cards - Visa and Mastercard exempt
- ❖ Departing guests should vacate the room by 10:00 am on the day of departure or as agreed to with the management, or an extra charge will apply as determined by management



Fees and Charges

- ❖ Entry to Motel rooms is conditional upon a signed guest registration card indicating the exact number of guest/s who will be staying in the room (fire and safety requirement) – extra person/s charge will apply if it is deemed that extra person/s have stayed in the room or extra bedding has been used than originally quoted
- ❖ If in the course of a guest's stay, and contributable to any guests or visitors of that room, any unforeseen expenses become apparent (including loss of key – all attempts will be made to contact the guest for the keys return within a reasonable period of time), the guests credit card will be charged an amount or an account sent, appropriate to the expense plus a daily room tariff equal to the daily tariff that would be charged if the room was available to be let (if the problem is sufficient for the room to be withdrawn from sale, until the said room has been returned to its saleable condition), at a rate determined by the management of *Country Gardens Motor Inn*
- ❖ In the case of a bond, the bond funds will be held in reserve until such time that **all** costs associated with the said expenses are recovered including any legal or administration fees incurred. Any remaining bond money will be refunded to the guest

Cancellation Policy

- ❖ If a confirmed booking is cancelled less than 24 hours before arrival date where a deposit has been paid, a refund will be issued - less one night's accommodation for each booked room, or where no deposit has been paid, a charge will be applied to the guest's credit card/account to the value of one night's accommodation per booked room
- ❖ If a confirmed booking is cancelled in Peak Times (includes events such as, but not limited to, Easterfest, Farmfest, Carnival of Flowers, Ag Show) more than three days before arrival date - a refund will be issued, less a \$25 cancellation fee per booked room
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- ❖ **Please Note:** If cancelling a booking by email, do not consider the booking cancelled until we acknowledge the cancellation by return email.