

## **TERMS AND CONDITIONS**

The following Terms and Conditions apply to your stay at The Cowra Motor Inn.

### **GENERAL:**

Terms & Conditions below are for bookings made directly via the motels website and payments via payment gateway system. These terms and conditions may be updated from time to time and are subject to change at our complete discretion without further notice to you.

### **BOOKINGS:**

Bookings can be made directly with the motel via phone 02 6342 2011 or via our online booking button. Reservations are subject to availability and actual pricing at the time of booking. All quotes are valid for 24hrs only. Any verbal quote given is an estimate only of price, which will be subject to written advice on confirmation of reservation. All accommodation bookings must be guaranteed at the time of reservation by provision / deposit of valid credit card details. This credit card must be valid for the entire stay. Please present the credit card used to make the reservation upon check-in at the motel. If you are booking on behalf of someone else, you must contact the motel directly to arrange for third party billing. By providing valid credit card details you warrant that you have the authority to use the credit card and you authorise The Cowra Motor Inn to charge the cost of your booking to the credit card in the case of cancellation or no show penalties as detailed below. All reservations will be confirmed by email. If email is not available, the cancellation policy will be explained over the phone.

### **FEES:**

All credit/debit card payments made to The Cowra Motor Inn via an onsite payment system will incur a 1% non-refundable credit card service fee. Amex will incur a 2% credit card service fee.

### **PRE-AUTHORISATION AT CHECK-IN:**

We require full payment of accommodation at check-in. We also may require a pre-authorisation amount of \$100 for any incidentals. The pre-authorised amount is set aside by your bank for a period of between 5 and 14 working days. The pre-authorisation amount will affect your available funds balance or spending limit. For more information on this practice we suggest contacting your bank. Once a pre-authorisation has been made, we cannot release, remove or lower the authorised amount, until we process the final account on departure. The Cowra Motor Inn reserves the right to pre-authorise all credit cards upon check-in.

### **PAY ON ARRIVAL POLICY:**

A valid credit card is required at time of booking however the full payment is not required until check-in. Changes and cancellations are permitted up until 2pm motel local time within

24 hours prior to arrival. Changes or cancellations within this time will be charged in full. No shows will also be charged in full. Cash payments are welcomed with a signed and pre-authorized credit card.

**GUARANTEE POLICY:**

A valid Credit Card is required at time of booking and a valid Credit Card must be presented at time of check-in, regardless of payment method.

**CASH PAYMENTS:**

If paying by cash, accommodation must be paid in full on arrival together with a signed pre-authorized credit card. All guests are required to present a major credit card and government issued photo identification even if guests are paying by cash. Cheques and foreign currency are not accepted.

**IDENTIFICATION:**

Upon arrival at The Cowra Motor Inn guests must provide Federal or State Government issued photographic identification for security purposes. The booking must be under the name of the person checking in. In addition, the guest must also provide a credit card in the name of the photographic ID.

**CHECK-IN AND CHECK-OUT:**

Standard check-in time is 2.00pm. The name of the booking (or nominee) must be the person checking in. Standard check-out time is 10.00am. Late checkouts are available upon request. Please contact reception to check availability. Additional fees may be applied. A late check-out fee may apply if the property is not vacated prior to the set check-out time of the property.

**EARLY CHECK-OUT:**

The property reserves the right to charge an early departure fee in the event a guest departs earlier than the original departure date.

**LATE ARRIVALS:**

Guests arriving outside reception hours (after 6pm) may use the check in kiosk located in the entrance.

**FEES AND CHARGES:**

Entry into Motel rooms is conditional upon a signed guest registration form. Due to fire regulations, Management must be aware of the number of guests in all rooms. All room rates are for 1-2 Person, a \$20 charge per night will be applied to any extra guest. If in the course of a guests stay, and contributable to any guests or visitors of that room, any unforeseen expenses that become apparent, the signing guests credit card will be charged an amount, appropriate to the expense, at a rate determined by The Cowra Motor Inn.

**CONNECTING ROOMS:**

No connecting rooms are available.

**CHILD POLICY:**

Well behaved children of all ages are welcomed. As the parents, guardians or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons please do not leave children unattended in guest rooms or allow them to roam the motel property unsupervised.

Infant sleep free on existing bedding. For the purpose of this clause "Child" or "Children" means a person or persons aged between 2 years and 17 years; "Infant" means a person under the age of 2 years; and "Adult" means a person aged 18 years or over.

All ages will be determined from the date at which accommodation commenced. Children and infants may not stay in any room without an adult.

**UNACCOMPANIED MINORS:**

All guests under the age of 18 must be accompanied by a parent /guardian. The property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID, when requested on check-in.

**ROOM KEYS:**

Room keys are issued to the registered guest(s). No room key will be issued to youth under 18 at any time. ID is required if you have lost your key and require a duplicate.

**DO NOT DISTURB AND ACCESS TO ROOMS:**

To provide all of our guests with an exceptionally clean and safe motel experience, we provide daily housekeeping. Our housekeeping staff will honour the do not disturb sign during a twelve-hour period indicating that the room is occupied. The housekeeping staff are required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of do not disturb for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings and electrical equipment are intact, or to address or prevent a violation of our motel policy/ house rule is broken. Law enforcement will be granted immediate access to our motel property and rooms of evicted guests.

**CANCELLATION POLICY:**

**Long Weekend bookings:** Guests can cancel their booking 48 hours prior to 2pm of the day of arrival with no penalty.

**Other bookings:** Guests can cancel their booking 24 hours prior to 2pm of the day of arrival with no penalty.

Cancellation after this time will incur a cancellation fee tariff equivalent to the first night stay of the accommodation. This cancellation policy does not apply to group bookings or special events, these bookings will generally incur a 50% cancellation fee tariff for the whole stay.

**NO SHOWS / FAILURE TO CANCEL:**

Each rate booked at The Cowra Motor Inn is subject to a Cancellation Policy. Failure to check-in on the reserved arrival date will incur a penalty charge as detailed in the Cancellation Policy of the particular type of rate booked. We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error. We reserve the right to cancel or amend bookings if they do not adhere to our terms & conditions. If a guest chooses to shorten their stay or check out early a penalty charge will apply, as detailed in the Cancellation Policy associated with the rate booked.

**REFUNDS:**

NO shows – will be subject to a 100% cancellation fee (1 NIGHTS' ACCOMMODATION)

NO refunds for room changes

NO refunds for early departures

NO refunds given after check-in

**NO PARTY POLICY:**

The Cowra Motor Inn has a **zero** tolerance no party policy. In the interest of quiet enjoyment and respect for all guests at the Cowra Motor Inn, a **NO** party policy applies to all guests staying at the property. All guests are expected to be respectful of all other guests at all times, and to be quiet between 10pm and 7am. No group congregations in individual guest rooms is permitted or tolerated. In the event that any room/guest is identified as having a party, the motel reserves the right to immediately evict all occupants of the room. In addition, the registered guests will be required to settle the account prior to departure for any expense resulting from additional cleaning of the room, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.

**FEES CHARGEABLE TO GUESTS ACCOUNT INCLUDE, AND ARE NOT LIMITED TO:**

Smoking in rooms – \$200.00 cleaning fee will be charged.

Room degradation (such as vomit, bodily wastes) a \$500 cleaning fee will be charged, plus any professional floor cleaning charges at cost, plus a daily room tariff equal to the daily tariff that we would charge if the room was available to be let or any other rate that may be agreed to by the management, in accordance with business demand on the day, until the said room has been returned to its saleable condition.

Cost of repair or replacement for general damage or theft of Motel property and any problem sufficient to result in a room being withdrawn from its availability to be let. In extreme cases, criminal charges will be pursued.

**DAMAGE TO MATTRESS AND BEDDING:**

Damage to mattress and linen, including; towels, mattress protectors, sheets, bedspreads, blankets, coverlets resulting from the use of body oils, make-up, shoe-polish, etc, will result in a charge for the special cleaning, repair or replacement of the damaged article.

**HOUSEKEEPING / ROOM INSPECTION:**

Housekeeping is provided daily between the hours of 9am to 2 pm. Housekeeping may start as early as 8am. This is a non-smoking motel, including medical marijuana. Rooms are cleaned and inspected daily, and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition. Housekeeping and front desk staff are trained in identifying the odours from prohibited items. If our investigation concludes that you have smoked in your room, or bought a prohibited item into our facility. You will be fined and evicted without any refund.

**LINEN CHANGING:**

Your comfort is of the utmost importance to us. For guests staying multiple nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily unless otherwise instructed by the guest. If housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed. Please contact reception if you have any additional questions or concerns.

**ALCOHOL:**

Registered guests of legal age may consume alcohol in their room. The consumption of alcohol is **STRICTLY PROHIBITED** in the public areas such as hallways or reception area.

**PARKING AT OWN RISK:**

All vehicles must be listed on the registration at check-in. Parking for registered guests is free. All vehicles are parked at the risk of the owner. The Cowra Motor Inn shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the motel property. If a vehicle is left on the motel parking lot after the guest has departed without the written consent of the motel, the motel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on motel premises.

**PETS:**

With the exception of Sight and Hearing assistance dogs, ALL pets are strictly forbidden inside guest rooms. Any guests breaching this rule will face immediate eviction without refund and a \$200 cleaning fee for carpet and any soft furnishing effected.

**FIRE SAFETY POLICY:**

The motel is fully equipped with smoke detectors, fire safety information is in guest room compendium, and emergency evacuation plans are on the back of door in each guest room. Please take the time to review this important information. Due to Fire regulations, Management must be aware of number of guests in rooms. NO CANDLES OR OPEN FLAMES PERMITTED.

**IN CASE OF EMERGENCY OR FIRE:**

Please notify reception in the event of a fire or other emergency. If reception is unattended, please call **000**. A map that shows emergency exits can be found on the back of your room door and in the guest information compendium in each room.

**SMOKING:**

All rooms are non-smoking. For safety and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, curtains and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, incense, cooking, cigars, candle burning, the use or diffusing of essential oils or synthetic products in our facility.

**CANDLES, INCENSE, ESSENTIAL OILS:**

Candle, incense, essential oils (diffusing, vaporizing, etc.) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds. Penalties will be charged to guests who smoke in rooms, (see Fees Chargeable to Guests)

**INFESTATION:**

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our motel premises, we may charge you for any or all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

**LOST AND FOUND POLICY:**

The Cowra Motor Inn assumes no liability for lost, misplaced, stolen or damaged valuables or belongings. If you discover that you have left something behind of value to you, please call us immediately on (02) 6342 2011 and we will try to assist you in locating your lost item.

**FOUND ITEMS:**

The Cowra Motor Inn is not responsible for any item left behind by a guest. However any item, with the exception of perishable items, left behind by our guests and found after departure by housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of lost and found items are retained for 2 years. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear and miscellaneous toiletries will be discarded.

**UNCLAIMED ITEMS / NO CONTACT:**

Lost and found items are held for 14 days whilst we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during the 14-day holding period, the unclaimed item(s) are to be disposed of or given to local charity organisations.

**FACILITIES:**

If any feature/facility is essential for the guest in choosing a particular property, we recommend contacting the motel prior to booking. The Cowra Motor Inn cannot be held liable for omissions or errors whether temporary or permanent of the property's facilities and services. Photos shown on the website are indicative only and may not specifically represent the exact room allocated to you. Destination images featured on The Cowra Motor Inn website may not represent the views offered from our location. Accommodation facilities listed may not apply to all room types.

**FREE WIFI ACCESS:**

The Cowra Motor Inn offers inclusive Wi-Fi internet access allows customers to connect to the internet. The Cowra Motor Inn cannot be held responsible for non-availability of the internet network, inability of accessing the website, external intrusion, computer viruses, or non- authorised online transactions using our Wi-Fi access.

**QUIET HOURS:**

10pm – 9am, televisions, voices or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating, drinking alcohol or running in the halls.

**RIGHT TO REFUSE SERVICE:**

The Cowra Motor Inn is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate federal or state laws. The Cowra Motor Inn has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our motel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the owners for the operation and management of the motel. The Cowra Motor Inn will refuse service or evict a guest for refusal or failure to pay for accommodation, is under the influence of alcohol, drugs or any

other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests., is unable to properly supervise their children at all times, seeks to use the motel for unlawful purposes, seeks to bring into the motel an unlawfully possessed firearm, fire-works or something, including an explosive, hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons, destroys, damages, defaces, or threatens harm to motel property or guests, causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by The Cowra Motor Inn for the operation and management of our motel.

**RELOCATION:**

In the event of a situation whereby The Cowra Motor Inn cannot provide accommodation as previously confirmed for whatever reason, the motel will undertake to relocate guests to a comparable alternate property at its absolute discretion with no additional cost to the guest. Should the guest wish to choose a property of higher standard other than offered, under this condition the guest will be required to pay any price difference. Should the guest not wish to accept the relocation a full refund & booking cancellation may be granted.

**PRICING ERRORS:**

The Cowra Motor Inn reserve the right to cancel contracts based upon incorrect information being displayed in relation to price inclusions or service at any point in time.

**ILLNESS AND EPIDEMICS:**

The Cowra Motor Inn reserves the right to refuse accommodation to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify reception staff. In case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgement or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

**DISCLAIMERS:**

As a condition of your use of this website, you warrant to The Cowra Motor Inn that you will not use this Website for any purpose that is unlawful or prohibited by these terms, conditions, and notices. Although, The Cowra Motor Inn may from time to time monitor or review discussions, chats, postings, transmissions, bulletin boards, and the like on this website, The Cowra Motor Inn is under no obligation to do so and assumes no responsibility or liability arising from the content of any such locations nor for any error, defamation, libel, slander, omission, falsehood, obscenity, pornography, profanity, danger, or inaccuracy contained in any information within such locations on the website. You are prohibited from posting or transmitting any unlawful, threatening, libellous, defamatory, obscene, scandalous, inflammatory, pornographic, or prophane material or any material that could constitute or encourage conduct that would be considered a criminal offense, give rise to



civil liability, or otherwise violate any law. The Cowra Motor Inn will fully cooperate with any law enforcement authorities or court order requesting or directing The Cowra Motor Inn to disclose the identity of anyone posting any such information or materials.

**LIMITATION OF LIABILITY:**

Not with standing anything contained in these terms and conditions to the contrary, The Cowra Motor Inn and its affiliates shall not be responsible for indirect damage, damage arising from consequential damage or special circumstances, including but not limited to loss of revenue, loss of profit, loss of use, loss of opportunity, arisen out of the performance or non- performance of obligations under this terms and conditions.

**INSURANCE:**

The Cowra Motor Inn strongly recommends you purchase comprehensive travel insurance. We suggest that the policy include, but not limited to, the following coverage – loss of payment through cancellation, loss or damage to personal baggage, loss of money and medical expenses.

**LEGAL STATEMENT:**

The Cowra Motor Inn has a strict policy for handling guest information. The information you provide to The Cowra Motor Inn, is confidential and protected to the fullest extent possible. The Cowra Motor Inn will not disclose or distribute guest information to third parties without prior written consent by the guest or in the situation where we are required to by law.

How-ever by signing the guest registration form you agree to allow us to pass on to persons we deem appropriate your details should you or your visitors.

Such as but not limited to

Fail to settle your account

Smoke in the room

Room degradation (such as vomit, bodily wastes)

General damage to motel property, fittings, fixtures

All non-standard cleaning charges

And or any problem sufficient to result in a room being withdrawn from its availability to let.

**ENFORCEMENT OF TERMS AND CONDITIONS:**

Copies of these terms and conditions are available from The Cowra Motor Inn and our web site

Upon signing our guest registration form, you agree that your access to and use of the motel is subject to these terms and conditions

***Thank you***

***Management***

***The Cowra Motor Inn***