

## Terms and Conditions

### INTRODUCTION

- These terms and conditions govern your booking and stay at the Gladstone Park Hotel, 196 Mickleham Rd, Gladstone Park Victoria 3043. By booking, you agree to be bound by these terms and conditions.
- We reserve the right to amend these terms and conditions at any time, with notice to be provided to you.
- This Agreement sets forth the legally binding terms and conditions for the services provided by the Hotel to the Guest. By staying at our hotel, the Guest agrees to comply with and be bound by all terms outlined herein.

### BOOKING AND CONFIRMATION

#### Booking Process

- Bookings can be made through our website at [www.gladstoneparkhotel.com.au/accommodation/](http://www.gladstoneparkhotel.com.au/accommodation/), in person, or over the phone.
- For businesses booking on behalf of an employee or other, the following process is to be completed:
  - Make your booking online under your employee/s name
  - Enter the business credit card details in the required section
  - Send us an email with your employee/s or guest name/s and to confirm that your business will be paying for the accommodation. Our staff will follow up with a phone call
  - Your employee/s or guest/s will be required to provide identification upon arrival
- All bookings must be guaranteed with a valid credit card at the time of reservation.
- A valid photo id with proof of address must be presented at the time of check-in

#### Confirmation

- A booking confirmation will be sent to you upon successful booking, outlining the details of your stay, including dates, and price, providing the Hotel has your valid email address.

#### Payment Requirements

- Full payment for the stay is due upon check-in. The Hotel accepts all major credit cards, debit cards and cash.

#### Cancellation and Refunds

- Failure to cancel within the specified time frame will result in a charge as stipulated in the cancellation policy. Refunds will be processed as follows:
  - To the card the payment was originally made with
  - May take up to 7 business days to process
- Cancellation prior to 24 hours of your check-in time are eligible for a full refund of any payments made.
- Cancellations within 24 hours of your check-in will be subject to a 50% cancellation fee
- If there is no cancellation and there is a 'no show' of the booking, the booking fees paid are non-refundable - you will be charged 100% of the booking fees

#### Check-in and Check-out

- Check-in Time: Check-in time is available from 2pm.
- Check-out Time: Check-out time is 10am.
- Early check-in is subject to availability.
- Late check-outs are subject to availability. Unauthorised late check-outs will incur charges equivalent to one night's stay.

### ROOM USE AND CONDUCT

#### Room Occupancy

- Quiet Hours: Please respect the privacy and comfort of all our guests. Please be aware there may be guests who sleep throughout the day. No loud music or noise after 7pm Sunday - Thursday, and after 10pm Friday and Saturday
- Guest rooms are to be used only by the number of individuals specified in the reservation. Any additional occupants may require additional charges or accommodation arrangements.

#### Missing / Damaged Items and Requesting Additional Items

- Your room is checked prior to your stay and after your stay to ensure all items are available.
- Additional items may be available at an extra charge, payable at the time of being issued.
- Your room will be checked after you have vacated for any missing items or damages to the room. Any missing items or damages will incur charges. Any theft, vandalism or extreme damage may be reported to the Police.
- To view our schedule of fees and charges, please see our friendly staff.

## **Conduct and Responsibilities**

- Guests are expected to behave responsibly and respectfully towards other guests and staff.
- Guests are expected to conduct themselves in a manner that does not disturb other guests.
- Damages to Hotel property caused by the Guest will result in charges to the Guest's account and may result in the Police being called.
- The Hotel operates a strict no-smoking policy within all rooms and public areas (this includes vaping). Violations will incur a cleaning fee equivalent to one night's stay.
- Pets are not allowed.
- The Hotel is not to be used for any illegal activities. Such activities will result in Police being called.

## **Security Deposit**

- A security deposit equivalent to one night's stay will be required at check-in to cover potential incidentals. This deposit will be refunded at check-out, pending a room inspection confirming no damages or outstanding charges.

## **DATA PRIVACY**

### **Collection and Use of Personal Data**

- The Hotel collects personal data necessary for booking and service provision. This data will be handled in accordance with applicable data privacy laws and our Privacy Policy which can be viewed on our website.

### **Third-Party Disclosure**

- Personal data will not be disclosed to third parties without a Guest's consent, except as required by law or necessary for the provision of services.

## **NO LIABILITY**

- The Gladstone Park Hotel is not liable for any loss, theft, or damage to personal property during your stay.
- The Gladstone Park Hotel is not liable for any loss, theft, or damage to any vehicles or property within vehicles, during your stay.

## **FORCE MAJEURE**

- The Gladstone Park Hotel is not responsible for any disruptions or cancellations due to events beyond our control (eg: natural disasters, pandemics).

## **GOVERNING LAW**

- This Agreement shall be governed by the laws of Victoria, Australia. Disputes arising from this Agreement are to be settled in the jurisdiction where the Hotel is located. Parties agree to seek amicable resolutions before engaging in litigation.

## **ENTIRE AGREEMENT**

- This document constitutes the entire agreement between the Hotel and the Guest regarding the stay and services provided. No other agreements, representations, or warranties, other than those set forth within this document, will be binding unless expressly included in this Agreement.
- By signing the below, the parties acknowledge and agree to the Terms and Conditions set forth in this agreement.
- The Hotel reserves the right to evict any person/s from the premises.