

## TERMS AND CONDITIONS | PORTOBELLO MOTELS

UPDATED 1<sup>st</sup> January 2015

These policies are current for all bookings and supersede any terms and conditions otherwise implied or made.

The person checking into the unit and signing the Registration Card acknowledges and agrees that these conditions apply and extend to any other person or persons in their party. Guests agree to pay all charges incurred by them and their visitors during their stay including any fees or charges incurred as a result of a breach of the terms and conditions below.

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### CANCELLATION POLICY

Cancellation within 48 hours of the check in date (i.e. from 2pm 2 days before check in is due) will incur 100% penalty for cancellation or no show at the discretion of Portobello Motel.

### GROUP BOOKINGS

This is defined as a booking made by one person for 2 or more separate units irrespective of the number of guests in each unit. If you cancel your booking within 28 days period before 2pm of your expected day of arrival, and we are able to re-sell the rooms, there will be no charge. If we are unable to let all the rooms booked by you Portobello Motel reserves the right to charge one nights' accommodation for each vacant room. We will debit the credit card that was given at time of booking.

### CHECK IN - OUT

Check in is from 2pm on day of arrival. Check out is before 10am on day of departure. Early check in or late check out is by arrangement only. We reserve the right to charge a daily rate for late leavers.

### PAYMENT

Payment for all accommodation must be made, in full, on or before the day of arrival. Any extra charges incurred are to be paid on or before the day of departure. Overdue/recovery charges may be made if your account is not paid on time.

### SMOKING

Portobello Motel is a non-smoking establishment. If you DO smoke in your room you will be charged for deodorization of the room plus a charge for any resultant loss of income if applicable.

### VISITORS

No visitors are allowed in the rooms after 10pm. Any damage to the room or property may be charged to the registered guest, plus a charge for any resultant loss of income if applicable.

### ODOURS

Cooking of odiferous foods (i.e. fried food, seafood and some ethnic foods) is NOT encouraged in the motel units. Fresh fish should not be cooked under any circumstances. You will be charged for every day the unit cannot be used plus any cleaning charges.

### DAMAGE AND BEHAVIOUR

The registered guest is responsible for the behaviour of all visitors in their party. Deliberate, reckless or accidental damage that occurs, causing damage to our property, and any costs associated with inappropriate behaviour resulting in loss of income, will be charged to the registered guest.