



By making a reservation with this motel, you hereby agree to all its Terms & Conditions.

**** COVID-19 NOTE : We are currently operating under strict Queensland & Federal Government Guidelines therefore some of our facilities and services may be unavailable or changed during this time. We are currently open to all states except VIC, NSW and the ACT & to those who have visited these areas in the last 14 days. If you require any clarification regarding this then please do not hesitate to call us on 07 5494 1911. We reserve the right to refuse accommodation to anyone we feel is sick and/or is displaying symptoms of Covid 19.**

Our motel takes the current situation very seriously and is following public health authorities' guidance during this time. The safety and well-being of our guests and employees are of paramount importance as always. In addition to our already meticulous cleaning regime, we are also paying extra attention to disinfect all of the high touch points in our rooms and guest areas as well as continuing to follow government advice regarding social distancing, hygiene and the travel restrictions in our state. **WE WILL NO LONGER BE ACCEPTING CASH AS A FORM OF PAYMENT UNTIL FURTHER NOTICE**

**** Note: Our reception is operating under limited hours during the day at this time ****

Our reception hours are Mon -Sat 8.00am-6.00pm and Sun 8.00am-5.00pm. Closed Xmas & New Years Day. Hours may vary on other Public Holidays

Check-in time is from 2pm Check-out time is before 10am

If an Early or Late Check-in is required, you MUST REQUEST THIS IN ADVANCE by preferably calling 07 5494 1911 or via email at info@beerwahmotorlodge.com.au Additional charges may apply.

Photo/ID - We reserve the right to request a Photo ID from our guests. This reduces the risk of Credit Card Fraud and also ensures that the person checking in is the person who made the booking and that the contact details they have provided are accurate. The lead guest/reservation guest must be over the age of 18 and they must accompany any minors who are staying at the motel unless prior approval has been granted by management.

Rates - Rates are subject to change without notice – please check before booking.

Payments/Cancellations

Please ensure that you have read and understood our Payment & Cancellation Policy. If you have any questions in regard to this then please do not hesitate to call us on 07 5494 1911 or email info@beerwahmotorlodge.com.au.

Pets - We only have 1 Dog Friendly Room, which is our Double Plus room. Please note that this room has a Queen Bed with an occupancy limit of 2 people. If you are traveling with your dog bookings must be made directly with us by calling 07 5494 1911. Any guest found to have an animal in any of our other rooms will be asked to leave immediately, without refund and charged a \$100 cleaning

fee. Any damages caused will also be charged. Exceptions apply to Service Animals. ** OUR PET AGREEMENT CAN BE LOCATED ON OUR WEBSITE. BY BOOKING YOUR DOG FRIENDLY STAY WITH US YOU HEREBY ACKNOWLEDGE THAT YOU AGREE TO THOSE TERMS AND CONDITIONS**

Room Charges

Guests agree to be held personally liable for any charges incurred during their stay. In the event of a booking for more than one room (a group booking) the lead or registered guest (the lead guest) providing credit/debit card details is personally liable for any person, group, company or association that fails to pay all or part of such charges.

Damage and/or theft of Motel Property

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), motel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. Beerwah Motor Lodge reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Beerwah Motor Lodge as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to your room or the motel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, room keys etc. will be charge at 120% of full and new replacement value, plus labour & any shipping and handling charges. Any damage to motel property, whether accidental or wilful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued. If excessive cleaning of your room is required, over and above what is considered to be a standard clean, you may be charged an additional cleaning fee. This especially relates but is not limited to the cleaning up of Bodily Fluids. This cost will equate to the extra staff time required to clean the room, the cost of a PPE kit(if required) as well as the replacement cost of any item that cannot be reasonably returned to a condition suitable for future guests.

Right to Refuse Service

Beerwah Motor Lodge 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. ** Covid-19 -Accommodation at our motel may be refused if we suspect you are unwell or are suffering from the symptoms associated with Covid-19** Beerwah Motor Lodge 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. Beerwah Motor Lodge will refuse service or evict a guest: for refusal or failure to pay for accommodations, 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; 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 hotel for an unlawful purpose; seeks to bring

into the hotel: any item 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 Beerwah Motor Lodge for the operation and management of our motel.

Privacy Policy

Beerwah Motor Lodge respects your privacy. Any and all information collected at this site will be kept strictly confidential and will not be sold, reused, rented, loaned, or otherwise disclosed. It may however be provided to a Public Health Official if requested for Covid-19 tracing requirements. Any information you give to Beerwah Motor Lodge will be held with the utmost care and will not be used in ways that you have not consented to. Beerwah Motor Lodge will ask you when it needs information that personally identifies you or allows us to contact you. Generally, this information is requested when you are asking for information or booking Beerwah Motor Lodge accommodation

A valid credit card is required to secure all bookings at this motel.

Please be advised that a pre-authorisation will be done on the credit card you provide to secure your booking.

A pre-authorisation is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card. All credit/debit cards are pre-authorised 3 days prior to check-in or immediately if the booking is made within that 3 day period. This will be to the value of your first night's stay. Please ensure you have sufficient funds to cover this or your booking will not be secured and the room may be allocated to another guest. NOTE: A pre-authorisation is not a charge to your account, it is a hold on those funds. Upon check in this pre-authorisation will be completed at which time the funds are released from your account. If you choose to settle your account via another payment method, then it can take anywhere from 24 hours to 30 days for the original pre-authorisation to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all your transactions, including pre-authorisations. We are unable to remove pre-authorisations directly through our motel.

A minimum of 3 days' notice is required by this property for cancellations or changes. Cancellations or changes made within 3 days of the check-in date or failure to check in will forfeit the full amount of the first changed or cancelled night. This also applies to any changes made during your stay.

**** Please consider your travel plans carefully during Covid-19 as our cancellation policy still applies****

The cancellation fee will be charged to the credit card provided to secure the reservation.

For single bookings of 4 or more rooms or for stays longer than 10 days we reserve the right to charge a non-refundable deposit of 25% 7 days prior to your arrival.

Any charges incurred during your stay will also be charged to this card unless advised otherwise.