



General Info

Reception Hours: Mon-Fri 8am to 7pm & Sat & Sun 8am – 6pm

Check-in time is from 2pm

Check-out time is before 10am

Early or Late Check-ins can only be arranged in advance by calling 07 5494 1911 or via email at info@beerwahmotorlodge.com.au

Additional charges may apply.

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 Policies as detailed below. 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.

Refunds

Refunds will only be made to the original depositing account, or credit card.

Cancellations/Amendments

All cancellations/changes must be made in writing.

Pets

No Pets are allowed at this property, with the exception of Assistance Animals

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, artwork, etc. will be charge at 120% of full and new replacement value plus 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 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 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. 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.

Payment Policy

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. 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.

Cancellation Policy

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.

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

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.

Your contact details

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