



Swan River Hotel

Terms and Conditions (Updated: September 2022)

The following terms and conditions apply to your stay at Swan River Hotel.

ACCOMMODATION

Reservations

All accommodation bookings require a valid credit card to guarantee the reservation and may be subject to cancellation if no credit card is provided at least 48 hours prior to arrival. You will not be charged in advance, unless otherwise stated at the time of your booking or you incur any cancellation fees.

Cancellation policy

Cancellations must be received by 2:00PM the day prior to arrival to avoid incurring a cancellation fee. Non-arrivals and cancellations made less than 24 hours prior to arrival will incur a charge of one night's accommodation.

Exceptions may apply to promotional bookings, where the cancellation policy will vary.

Check-in information

Our check-in is at 2:00PM and check-out is at 10:00AM. Departures after 10:00AM will incur a late fee of \$65 and departures after 2:00PM will incur an additional charge equal to one night's accommodation.

Requests for early check-in (fees applicable) are subject to availability and are not guaranteed, unless the room is reserved for one night prior to arrival, which will incur an additional charge of one night's accommodation.

Requests for late check-out (fees applicable) are subject to availability and are not guaranteed.

All guests are required to comply with any COVID-19 regulations imposed by any government agency.

Documents required at check-in

Guests must provide the following documents at check-in:

- 1) A valid credit card for payment of the accommodation, incidental charges and room bond.
- 2) A valid form of photographic identification acceptable to Swan River Hotel. A copy will be retained by Swan River Hotel.

Acceptable photographic identification

- a) a valid and current Australian state or territory or New Zealand driver's licence;
- b) a valid and current Australian or foreign passport;

- c) a valid and current Australian state or territory or New Zealand learner's permit;
- d) a valid and current Australian state or territory Photo Card or Proof of Age card.

Payment information

Full payment for your accommodation is required upon check-in (unless pre-payment has been made).

Guests are personally liable for any charges, without set off or deduction, made by any person to their room account (regardless of whether expressly authorised by the guest recorded on the account or whether incurred during the accommodation period) and for any loss or damage to the room and any other hotel facilities/property caused by me or any person invited by, or otherwise connected to, me.

By agreeing to these terms and conditions, you acknowledge and authorise Swan River Hotel to deduct any outstanding balance on the account from the debit card or credit card provided to Swan River Hotel in connection with the account, if full payment is not received prior to or upon check-out, including but not limited to accommodation costs, any ancillary costs charged to the account after check-in, any loss or damage to the room during the stay, and for any applicable fees, such as cancellation or non-arrival.

Swan River Hotel accepts payment via cash, direct credit, EFTPOS, debit card or credit card from the major banks. A service fee of 1.5% is applicable to Visa and Mastercard payments, and 3% for AMEX and Diners Card.

Bond payment

A room bond of \$500 paid by cash, EFTPOS, debit card or credit card imprint is required upon check-in.

In the event of a dispute regarding the bond return, Swan River Hotel will retain the bond until an investigation has been conducted by a management staff member. If the guest has breached these terms and conditions of stay, then the whole or part of the room bond may be forfeited, and the guest will not be entitled to a refund.

Subject to any deductions or forfeiture, the room bond will be returned to you upon check-out. Processing times on card refunds will vary depending on your bank but generally take between 3-10 business days. Cash refunds will only be made to the guest recorded on the account and a valid form of photographic identification must be provided.

GENERAL

Pets

With the exception of assistance animals, such as guide dogs, no pets or animals are allowed on Swan River Hotel premises. Guests found with pets in their rooms will be charged a fee of \$250, in addition to the cost of any damage caused by the animal.

Parking

Complimentary car parking is available for Swan River Hotel guests – please list your car on the registration upon check-in. You acknowledge that parking at Swan River Hotel in a public area which is shared with other persons. Accordingly, Swan River Hotel does not accept any responsibility for the loss or damage to any personal belongings or vehicles left on any part of Swan River Hotel premises.

Unless otherwise agreed in writing, if a vehicle is left on Swan River Hotel premises after the guest has departed, Swan River Hotel reserves the right to have the vehicle towed at the guest's expense.

Smoking policy

All our rooms are non-smoking (including e-cigarettes). Smoking of any kind is only permitted within designated outdoor areas on Swan River Hotel's premises and must be at least 6 meters away from

any accommodation buildings/wings. A minimum cleaning charge of \$500 applies if smoking occurs in the room, in addition to any fees incurred by Swan River Hotel if emergency services are called.

It is an offence to tamper with any fire alarm or to intentionally/recklessly give any false alarm of fire.

Damage

Additional cleaning fees may be applicable for room degradation (such as vomit or bodily waste). These fees may include a minimum cleaning charge of \$500, any professional cleaning costs incurred by Swan River Hotel, and a daily fee equal to the room rate that would be charged if the room was available to be used by other guests until the room is returned to a saleable condition.

Fees may be charged at cost for any cleaning, repair, or replacement of any damaged property, including but not limited to the mattress, bedding, linen, towels, mattress protectors, sheets, blankets, pillows, cushions, chairs, etc, caused by staining from fluids or chemicals, such as oils, make-up, shoe polish etc.

Other

Swan River Hotel may from time to time, without prior notice and without refund or compensation, restrict the number of persons having access to or close to the premises or any part of it temporarily, due to capacity, inclement weather or special events, to ensure safety, security or order, or if Swan River Hotel considers that the circumstances so require.

Swan River Hotel reserves the right to deny admission, or to require a person to leave Swan River Hotel premises, without refund or compensation, for failure to comply with any of these rules, for failure to pay for accommodation or any associated costs, for unsafe, illegal or offensive behaviour, to ensure safety, security, or if Swan River Hotel consider that the circumstances so require. Swan River Hotel is not responsible and does not assume any liability for any damages or loss of property or belongings of any guests of Swan River Hotel.

Jurisdiction

These terms and conditions are governed by the laws of Western Australia and you submit to the exclusive jurisdiction of the courts of Western Australia.

Privacy Policy

Swan River Hotel is committed to protecting your privacy and complying with the *Privacy Act 1988* (Cth). Please review our Privacy Policy for more information about how your personal information is handled by Swan River Hotel.

By agreeing to these terms and conditions, you consent to the collection and use by Swan River Hotel of your personal information in accordance with our Privacy Policy.