

TERMS AND CONDITIONS

Please read these terms and conditions carefully as they incorporate the basis upon which reservations are accepted by Ocean Clipper Inn Pty Ltd.

Making a reservation automatically accepts all the terms and conditions outlined hereunder. Ocean Clipper Inn Pty Ltd. ABN 12 009 320 414 (Ocean Clipper Inn) reserves the right to change and/or modify any of these terms and conditions at any time without notice and such changes will become effective immediately. Please check these terms and conditions periodically for changes. The effective date of these terms and conditions are from October 2015.

ADVANCED RESERVATIONS

Ocean Clipper Inn will not guarantee or confirm a reservation made more than fifty-one (51) weeks or 358-days prior to arrival. Requests and quotes beyond this period may be possible; however no rates and availability will be guaranteed and confirmed. Ocean Clipper Inn reserves the right to cancel or amend (with reasonable notice) any reservations made beyond this period.

SUITE DAMAGE

The guest who registers at check-in/arrival will be held accountable for any damage to the suite and contents during the stay dates. The registered guest will be liable for damages caused (including those by third parties visiting the suite) which will result in forfeiting any deposits, pre-payment, cash security deposit and also may be subject to additional charges. We reserve the right to process the full bond of \$AU \$300.00 and any charges in addition to accommodation to the presented credit card supplied at check-in/arrival.

SUITE TYPES AND ALLOCATION

Suites reserved in each reservation are guaranteed, specific suite numbers (within the type reserved) and room allocations are subject to availability upon check-in/arrival and cannot be pre-allocated or guaranteed. Higher and/or upgraded suite types need to be reserved at time of reservation to be guaranteed. If for any reason the suite type reserved is no longer available at time of check-in/arrival, Ocean Clipper Inn will provide a substituted suite of equal or greater value and standard at the same rate confirmed. In extreme cases Ocean Clipper Inn will relocate guests to a nearby suite or hotel of similar standard (including transportation) or alternatively offer a full refund.

ARRIVAL / DEPARTURE

Check-in/arrival time is from 14:00 (2:00PM). We allow guests to arrive earlier and can store any luggage until the suite is ready. Check-out/departure time is prior to 10:00 (10:00AM) - late check-out after this time may incur an extra night's charge. If the hotel is fully committed on the departure date, late departures or extensions not already confirmed will not be permitted.

CANCELLATIONS

Our standard cancellation policy requires reservation cancellations or changes to be advised to us by 2pm (hotel time), one (1) day prior to arrival. If the guest does not arrive, the reservation will be released and any payment will be forfeited. Over high demand and special event periods alternative cancellation policies may apply. The cancellation policy will be communicated during the reservation process and can be supplied in a confirmation email when requested.

CAR PARKING

You agree to enter the car park at your own risk. Ocean Clipper Inn does not accept any responsibility for damages or loss to your property or property belonging to someone else.

AMENITIES AND PERSONAL COMFORTS

The following amenities are included in all suites (variations may apply and brands are subject to change):

- bedding linen, blankets and pillows
- bathroom amenities including; shampoo, conditioner, body wash, body lotion and soap

CREDIT CARD AUTHORISATION

A credit card pre-authorisation may be required at check-in/arrival to cover incidental items. We may pre-authorise a credit card for any charges we deem appropriate to incidental charges that may be applicable based on the length of stay and suite type. Please ensure you have sufficient funds to cover additional incidentals for this purpose.

CREDIT CARD SURCHARGE

A surcharge of 4.3% applies when paying with a American Express credit card. There will be no surcharge when paying with Visa pay Wave, MasterCard Pay Pass, Cash or EFTPOS (savings or cheque).

EVICION OF A GUEST

The Ocean Clipper Inn may evict a guest or visitors without warning. Guests who are evicted from a hotel will be blacklisted from the Ocean Clipper Inn and we may choose to notify the police. A guest is subject to such eviction should the following (but not limited to) occur; and the full bond of \$AU 300.00 be exercised.

- Intoxication and unsavoury behaviour
- Overcrowding - when the number of persons in the suite exceeds the capacity (see maximum capacity per suite table)
- Physical or verbal assault towards hotel representatives, residents or other guests
- Wilful damage to Ocean Clipper Inn property
- Any incident for which the police need to be called onto the premises
- Any behaviour posing a safety threat to others
- Ignoring advice to reduce excessive noise (music or other noise)
- Taking drugs or if drugs and drug paraphernalia are found in there suite
- Smoking within the suite (a cleaning and deodorizing fine will also apply \$AU \$300.00)

FAILURE TO PAY FORCE MAJEURE

In the event that a guest fails to pay immediately upon demand any amount owing to Ocean Clipper Inn, pursuant to the reservation and accommodation (including but not limited to telephone charges, suite damage and cleaning fees), Ocean Clipper Inn reserves the right to deny access to the guest and ask that they vacate the premises.

FORCE MAJEURE

Guests and hotel representatives of Ocean Clipper Inn are allowed partial impossibility in an agreement, where the performance of the agreement by either party is subject to acts of God, war, terrorism, government regulations, national disaster, strikes, civil disorder or curtailment of transportation facilities beyond the control of the parties making it inadvisable, illegal, or impossible to fulfil some or all of the agreement. Any agreements, contracts, quotes and reservations may be terminated without penalty for any one or more of such reasons by written notice from one party to the other.

GROUP RESERVATIONS

Ocean Clipper Inn considers more than ten (10) reservations made by a single person or separate reservations made by a number of guests travelling together is considered by Ocean Clipper Inn as a group. Any group reservations made via our reservation contact centre and via any form of online distribution (such as our website or a third party website) may be cancelled and a group proposal will be supplied. Different terms and conditions apply for group reservations as stated in the group accommodation agreement (if applicable). This policy also applies to a travel agent via their system.

GUEST COURTESY

For the comfort of all our guests, we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. We request that any non-registered visitors leave all suites by 11pm (23:00) each evening. Please also extend this courtesy to our neighbours when entering and exiting the building or car park.

HOUSEKEEPING SUITE SERVICING

Our standard housekeeping service is as follows; every day we will make the beds, replace used towels and replenish bathroom and kitchen amenities, the suite will be fully cleaned. For some discounted rates, extended stay reservations (28+ nights), international tour groups and wholesalers, student and other groups a weekly housekeeping service may apply. This comprises of one (1) full clean once every three (3) days with no housekeeping service on any other days. Additional full servicing outside the normal cycle can be arranged at an extra cost when required. Housekeeping is able to supply additional amenities at any time upon request all this is excluded on public holidays.

HOW TO RESERVE

Reservations can be made online at www.oceanclipperinn.com.au or by calling (08) 9527 8000. Alternatively all travel agents have access to all our suites via their travel agency systems.

INTERNET

Complimentary internet is available in the reception, bar and restaurant area at the Ocean Clipper Inn.

LIMIT OF LIABILITY

We do our best to ensure your reservation arrangements are satisfactory, however Ocean Clipper Inn does not accept any liability whatsoever for any injury damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond our control including, but not limited to, war, civil disturbance, terrorism, fire, floods, acts of God, acts of Government or of any other authorities, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

MAXIMUM CAPACITY PER SUITE

Ocean Clipper Inn adheres to the following maximum suite capacities at all times:

SUITE TYPE	MAX NO. OVERNIGHT	MAX NO. VISITORS	MAX NO. GUESTS & VISITORS
	GUESTS	UNTIL 11PM	ALLOWED UNTIL 11PM
<i>Parkview rooms</i>	2-3	2	4-5
<i>Queen Suite</i>	6	2	8
<i>Queen Room</i>	3	2	5
<i>Double Room</i>	3	2	5
<i>Self-Contained</i>	4	2	6

PAYMENT

Payment for entire stay plus any incidentals is required at check-in/arrival. For high demand periods and special events, different payment policies that require pre-payment may apply. The payment policy will be confirmed at time of reservation. If the payment policy is not adhered to the reservation may be cancelled. We accept Visa, MasterCard, American Express and Diners. All amounts are charged in \$AU (Australian dollars). Any credit cards being used for payment (including incidentals) must be present at check-in/arrival by the cardholder. A 4.3% credit card fee applies to American Express all reservations. We also accept cash in \$AU (Australian dollars) and electronic funds transfer at point of sale (EFTPOS) directly at the hotel.

PET POLICY

Ocean Clipper Inn does not permit pets. If you have an animal it is considered a breach of your accommodation conditions and you will be asked to leave or remove the animal. Guide dogs are permitted and must have a medallion on their collar with the registration number and the owner must also carry a laminated pass (with the owner and dog's name). Guide Dogs are required to be harnessed in public areas. Please advise ahead of time if you will be travelling with a Guide Dog.

PHOTOGRAPHS AND DESCRIPTIONS

Whilst care is taken to ensure that the photos and description of our facilities and services is accurate, these are continually being changed, upgraded, and on occasion removed from service. If any feature or facility is essential to you in choosing a particular property, we highly recommend speaking to one of our reservation specialists, whom will assist your decision making process and if that feature or facility will be available during your stay. Descriptions are based on information available at the time of publishing and may vary or change at any time. Maps and location photographs are shown for general information only and highlight places in surrounding areas. Actual suites occupied may vary in decor and inclusions from those shown in photographs.

PHOTO IDENTIFICATION

Valid photo identification (ID) matching the name of the main guest within the reservation must be presented at time of check-in/arrival. This is required in order to verify your identity for hotel security purposes and to protect the credit cardholder. A valid Australian driver's license, Australian issued proof of age card or an international passport are all acceptable forms of photo identification. This ID may be copied and securely stored as record that we have verified who you are and your authority to use your credit card as a combat to increasing credit card fraud. As per our privacy policy, any personal information contained on the collected identification will not be on-sold; will be securely stored and carefully disposed of at the end of its usefulness.

RATES

All rates are quoted in AU\$ (Australian dollars) and are per suite per night and include 10% goods and services tax (GST). Rates within reservations that have a valid confirmation by Ocean Clipper Inn will be honored. Rates that have been quoted are not confirmed until a valid confirmation email has been received from Ocean Clipper Inn and therefore subject to change. Ocean Clipper Inn reserves the right to amend rates that have been confirmed at incorrect rates due to human or distribution errors.

RIGHT OF ENTRY

In the event that the Ocean Clipper Inn has a legitimate cause for concern or if the guest has not been seen nor been able to be contacted over a period of time, the suite may be entered by a hotel representative to ensure the safety and comfort of all guests is in order.

RIGHT TO REFUSE ENTRY

Ocean Clipper Inn reserves the right to refuse a guest entry to the hotel or accommodation for any reason whatsoever including where the guest has engaged in conduct on a previous occasion adverse to the hotel.

SECURITY AND LOSS PREVENTION

At the Ocean Clipper Inn our buildings are secure and we do everything possible to ensure security levels are maintained, and we ask that our guests do also. However, Ocean Clipper Inn takes no responsibility for any personal possessions that are lost, stolen or misplaced whilst on the premises.

SMOKING POLICY

The Ocean Clipper Inn is non-smoking and smoking in the internal suite is not permitted. Fines will apply to guests who do not adhere to this policy. The BBQ area and the garden courtyard are areas where smoking is permitted.

TRAVEL INSURANCE

We highly recommend all our guests to have an appropriate level of travel insurance. Travel insurance can be arranged by many travel agents.