

Charlotte House

Motel Policy

Thank you for choosing Charlotte House for your visit. We strive to provide our guests with an exceptionally clean, safe, and friendly motel experience and to keep up with the standards we have a Motel Policy/ House Rules that are an important part of our reservation agreement with you, and by reading and signing your motel registration you are agreeing to abide by all our Motel Policy/House Rules, terms and conditions, and procedures. These Motel Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest understands the Charlotte House policies. Our Motel Policy/House Rules are subject to change with time, so please check back often.

CHECK-IN REQUIREMENTS

Guests must be at least 18 years of age to check in at the Charlotte House. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government-issued photo identification (State driver's license, passport, etc.) at check-in.

Booking:

- Reservations are subject to availability.
- All quotes are valid for 48hours only. Any verbal quote given is an estimate only of price, which will be subject to written advice on confirmation of reservation.
- All accommodation bookings must be guaranteed at the time of reservation by provision of Valid Credit Card details.
- Payment is needed in full at the time of booking.
- All reservations will be confirmed by email.
- Bookings made via the third-party website will be subject to the terms and conditions of the respective websites Note: No booking is considered final until we have received the completed Guest Contact Details together with the payment for the booking in full.

Cancellations & Refunds:

- No refunds are given on bookings cancelled within 14 days of arrival during Peak Periods or School and Public Holidays.
- No refunds are given on bookings cancelled within 72 hours of arrival during the non-peak period.
- Refunds will be made after deducting any processing fees incurred by the property for the transaction.
- There will be NO refunds if your stay is cut short by you for any reason.

- If the property, for any unforeseen reason, cannot be available after payment has been made, we will provide a full refund.

Check-in and check-out:

- Standard check-in time is 2.00 pm. The name of the booking (or nominee) must be the person checking in.
- Standard check-out time by 10.00 am.
- For guaranteed arrival prior to 2 pm, a room must be reserved from the previous night and therefore includes an additional nightly charge.
- Late check out after 11.00 am will incur the full rate of one (1) night's accommodation. Please notify us in the event of late arrival. Very late arrivals will not be accepted. Please liaise with the property manager before arriving.

Security Deposit:

- The security deposit amount will vary as it is subject to the stay length and the property being booked.
- The security deposit must be paid 72hrs prior to arrival and can be paid via credit card into our bank account and covers incidentals such as breakages, losses and damage including excessive cleaning and/or rubbish removal. If using a credit card, fees will apply to these transactions.
- If no losses or damage occur the security deposit will be paid in full into your nominated bank account 5-7 days after your departure. Please provide bank account details when completing the security deposit payment. For any losses or damages (including additional cleaning required after guest departure), The property reserves the right to deduct these costs from the security deposit. If any damage exceeds the value of the security deposit, then the additional cost must be met by the guest.

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