

## **TERMS AND CONDITIONS**

The following Terms and Conditions apply to your stay at Longreach Station Accommodation.

### **GENERAL:**

Terms & Conditions below are for bookings made directly via call or email and payments via epos now system. These terms and conditions may be updated from time to time and are subject to change at our complete discretion without further notice to you.

### **BOOKINGS:**

Bookings can be made directly with the dorm via phone 0484828446 or via email [longreachstation@gmail.com](mailto:longreachstation@gmail.com). Reservations are subject to availability and actual pricing at the time of booking. All quotes are valid for 24hrs 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. This credit card must be valid for the entire stay. Please present the credit card used to make the reservation upon check-in at the Longreach Station's office. If you are booking on behalf of someone else, you must contact the office directly to arrange for third party billing. By providing valid credit card details you warrant that you have the authority to use the credit card and you authorise Longreach Station Accommodation to charge the cost of your booking to the credit card in the case of cancellation or no-show penalties as detailed below. All reservations will be confirmed by email. If email is not available, the cancellation policy will be explained over the phone. Please note no deposit is needed.

**FEES:**

All credit/debit card payments made to the Longreach Station Accommodation via the epos now payment system will incur a 1.7% non-refundable credit/debit card service fee. Longreach Station will not accept Amex.

**PAY ON ARRIVAL POLICY:**

We require full payment of accommodation at check-in. A valid credit card number incl expiry date is required at time of booking however the full payment is not required until check-in. Changes and cancellations are permitted up until 2pm local time within 24 hours prior to arrival. Changes or cancellations within this time will be charged in full. No shows will also be charged in full. Cash payments are welcomed with a signed credit card.

**GUARANTEE POLICY:**

A valid Credit Card is required at time of booking and a valid Credit Card must be presented at time of check-in, regardless of payment method.

**CASH PAYMENTS:**

If paying by cash, accommodation must be paid in full on arrival together with a signed credit card. All guests are required to present a major credit card and government issued photo identification even if guests are paying by cash. Cheques, Amex and foreign currency are not accepted.

**IDENTIFICATION:**

Upon arrival at The Longreach Station Accommodation guests must provide Federal or State Government issued photographic identification for security purposes. The booking must be under the name of the person checking in. In addition, the guest must also provide a credit card in the name of the photographic ID.

**CHECK-IN AND CHECK-OUT:**

Standard check- in time is 2.00pm. The name of the booking (or nominee) must be the person checking in. Standard check- out time is 10.00am. Late checkouts are available upon request. Please contact reception to check availability. Additional fees may be applied. A late check-out fee may apply if the property is not vacated prior to the set check-out time of the property.

**EARLY CHECK-OUT:**

The property reserves the right to charge an early departure fee in the event a guest departs earlier than the original departure date.

**LATE ARRIVALS:**

Guests arriving outside reception hours (after 6pm) will use the mailbox located in the entrance of the property.

**FEES AND CHARGES:**

Entry into rooms is conditional upon a signed guest registration form. Due to fire regulations, Management must be aware of the number of guests in all rooms. All room rates are for 1-2 Person. If in the course of a guests stay, and contributable to any guests or visitors of that room, any unforeseen expenses that become apparent, the signing guests credit card will be charged an amount, appropriate to the expense, at a rate determined by the Longreach Station Accommodation.

**CHILD POLICY:**

Well behaved children of all ages are welcomed. As the parents, guardians or care givers of children you are personally and legally responsible for and must supervise them at all times. For safety reasons please do not leave children unattended in guest rooms or allow them to roam the property unsupervised. For the purpose of this clause “Child” or “Children” means a person or persons aged between 2 years and 17 years; “Infant” means a person under the age of 2 years; and “Adult” means a person aged 18 years or over. All ages will be determined from the date at which accommodation commenced. Children and infants may not stay in any room without being supervised.

**UNACCOMPANIED MINORS:**

All guests under the age of 18 must be accompanied by a parent /guardian. The property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID, when requested on check-in.

**ROOM KEYS:**

Room keys are issued to the registered guest(s). No room key will be issued to youth under 18 at any time. ID is required if you have lost your key and require a duplicate. A key replacement charge of \$20 will be added to the guest’s account.

**ACCESS TO ROOMS:**

To provide all of our guests with an exceptionally clean and safe dorm experience, we provide daily cleaning of common rooms and weekly housekeeping of Dorms. The housekeeping staff are required to enter the dorm at subsequent times to check for safety, and verify the condition of the room. Management reserves the right to enter a dorm for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings and electrical equipment are intact, or to address or prevent a violation of our dorm policy/ house rule is broken. Law enforcement will be granted immediate access to our dorm property and rooms of evicted guests.

**CANCELLATION POLICY:**

Guests can cancel their booking 24 hours prior to 2pm of the day of arrival with no penalty. Cancellation after this time will incur a cancellation fee tariff equivalent to the first night stay of the accommodation. This cancellation policy does not apply to group bookings or special events, these bookings will generally incur a 50% cancellation fee tariff for the whole stay.

**REFUNDS:**

NO shows – will be subject to a 100% cancellation fee (1 NIGHTS' ACCOMMODATION)  
NO refunds for room changes  
NO refunds for early departures  
NO refunds given after check-in

### **NO SHOWS / FAILURE TO CANCEL:**

Each rate booked at The Longreach Station Accommodation is subject to a Cancellation Policy. Failure to check-in on the reserved arrival date will incur a penalty charge as detailed in the Cancellation Policy of the particular type of rate booked. We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error. We reserve the right to cancel or amend bookings if they do not adhere to our terms & conditions. If a guest chooses to shorten their stay or check out early a penalty charge will apply, as detailed in the Cancellation Policy associated with the rate booked.

### **NO PARTY POLICY:**

The Longreach Station Accommodation has a **zero** tolerance no party policy. In the interest of quiet enjoyment and respect for all guests at the Longreach Station Accommodation, a **NO** party policy applies to all guests staying at the property. All guests are expected to be respectful of all other guests at all times, and to be quiet between 10pm and 7am. No group congregations in individual guest rooms are permitted or tolerated. In the event that any room/guest is identified as having a party, management reserves the right to immediately evict all occupants of the room. In addition, the registered guests will be required to settle the account prior to departure for any expense resulting from additional cleaning of the room, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.

**FEES CHARGEABLE TO GUESTS ACCOUNT INCLUDE, AND ARE NOT LIMITED TO:**

Smoking in rooms – \$200.00 cleaning fee will be charged. Room degradation (such as vomit, bodily wastes) a \$500 cleaning fee will be charged, plus any professional floor cleaning charges at cost, plus a daily room price equal to the daily price that we would charge if the room was available to be let or any other rate that may be agreed to by the management, in accordance with business demand on the day, until the said room has been returned to its saleable condition. Cost of repair or replacement for general damage or theft of Longreach Station's property and any problem sufficient to result in a dorm being withdrawn from its availability to be let. In extreme cases, criminal charges will be pursued.

**DAMAGE TO MATTRESS AND BEDDING:**

Damage to mattress and linen, including; towels, mattress protectors, sheets, bedspreads, blankets, coverlets resulting from the use of body oils, make-up, shoe-polish, etc, will result in a charge for the special cleaning, repair or replacement of the damaged article.

**HOUSEKEEPING / ROOM INSPECTION:**

Cleaning is provided daily between the hours of 11am to 1pm. Housekeeping may start as early and go later in the day. This is a non- smoking dorm, including medical marijuana. Rooms are cleaned and inspected daily, and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition. Housekeeping and front desk staff are trained in identifying the odours from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or bought a prohibited item into our facility. You will be fined and evicted without any refund.

**LINEN CHANGING:**

Your comfort is of the utmost importance to us. For guests staying multiple nights, bed linen is changed on a weekly schedule. Used towels are exchanged for fresh towels when instructed by the guest. If housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each week if all personal items are removed. Please contact reception if you have any additional questions or concerns.

**BYO ALCOHOL LICENSE:**

Registered guests of legal age may consume alcohol in the dorm's or on the balcony and dining room only. The consumption of alcohol is **STRICTLY PROHIBITED** at the pool area. It is against the law to sell or supply alcohol to, or to obtain on behalf of a person under the age of 18 years. Individuals providing alcohol to minors will be immediately evicted with no refund.

**TELEPHONE:**

Each common room has a telephone for local and emergency calls only, free of charge.

**PARKING AT OWN RISK:**

All vehicles are parked at the risk of the owner. The Longreach Station Accommodation shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on Longreach Station property. If a vehicle is left on the dorm parking lot after the guest has departed without the written consent management, the management reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on Longreach Station premises.

## **POOL ACCESS / RULES**

All guest's utilizing the pool, must sign the Swimming Pool Waiver and Release of Liability Form which outline risk's and need to initial pool safety checklist.

## **NO PET RULE:**

With the exception of Sight and Hearing assistance dogs, ALL pets are strictly forbidden inside guest rooms. Any guests breaching this rule will face immediate eviction without refund and a \$200 cleaning fee for carpet and any soft furnishing effected.

## **COOKING:**

Cooking in the common rooms is strictly forbidden by Health Authorities, with the exception of the use of the kettle, microwave and toaster provided. We ask that you refrain from microwaving any pungent food as the odour is difficult to remove from fabric. Fees for additional cleaning may apply should guest cook inside a guest room.

## **DINING ROOM:**

Cooking at own risk, hot surface's must be supervised at all stages, children must not enter the kitchen at any stage. Cleaning after use is paramount to controlling vermin. Kitchen must look presentable at all stages. Ensure fridges and cold rooms are shut securely and lights are off.

## **FIRE SAFETY POLICY:**

The dorm is fully equipped with smoke detectors, fire safety information is in guest room compendium, and emergency evacuation plans are on the back of door in each guest room. Please take the time to review this important information. Due to Fire regulations, Management must be aware of number of guests in rooms. NO CANDLES OR OPEN FLAMES PERMITTED. Should the Fire Alarm be activated, the cost of Emergency Services (QLD Fire Services) attending, will be charged to the guest.

**IN CASE OF EMERGENCY OR FIRE:**

Please notify 0484828446 reception in the event of a fire or other emergency if phone is unattended please call Emergency services on **000**. A map that shows emergency exits can be found on the back of your room door.

**SMOKING:**

All dorms are non-smoking. For safety and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, curtains and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, incense, cooking, cigars, candle burning, the use or diffusing of essential oils or synthetic products in our facility.

**CANDLES, INCENSE, ESSENTIAL OILS:**

Candle, incense, essential oils (diffusing, vaporizing, etc:) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds. Penalties will be charged to guests who smoke in rooms, (see Fees Chargeable to Guests)

**INFESTATION:**

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your dorm or onto our premises, we may charge you for any or all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

**LOST AND FOUND POLICY:**

The Longreach Station Accommodation assumes no liability for lost, misplaced, stolen or damaged valuables or belongings. If you discover that you have left something behind of value to you, please call us immediately on 0484828446 and we will try to assist you in locating your lost item.

**FOUND ITEMS:**

The Longreach Station Accommodation is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of lost and found items are retained for 1 year. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear and miscellaneous toiletries will be discarded.

**UNCLAIMED ITEMS / NO CONTACT:**

Lost and found items are held for 14 days whilst we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during the 14-day holding period, the unclaimed item(s) are to be disposed of or given to local charity organisations.

**QUIET HOURS:**

10pm – 9am, televisions, voices or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating, drinking alcohol or running in the halls.

**FACILITIES:**

If any feature/facility is essential for the guest in choosing a particular property, we recommend contacting the Longreach Station Accommodation prior to booking. The Longreach Station Accommodation cannot be held liable for omissions or errors whether temporary or permanent of the property's facilities and services. Photos shown on our marketing channels are indicative only and may not specifically represent the exact room allocated to you. Accommodation facilities listed may not apply to all room and bathroom types.

**PRICING ERRORS:**

The Longreach Station Accommodation reserve the right to cancel contracts based upon incorrect information being displayed in relation to price inclusions or service at any point in time.

**RELOCATION:**

In the event of a situation whereby the Longreach Station Accommodation cannot provide accommodation as previously confirmed for whatever reason, management will relocate guests to a comparable alternate property at its absolute discretion with no additional cost to the guest. Should the guest wish to choose a property of higher standard other than offered, under this condition the guest will be required to pay any price difference. Should the guest not wish to accept the relocation a full refund & booking cancellation may be granted.

**RIGHT TO REFUSE SERVICE:**

The Longreach Station Accommodation 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. The Longreach Station Accommodation has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our dorm's 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 dorm. The Longreach Station Accommodation will refuse service or evict a guest for refusal or failure to pay for accommodation, 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., is unable to properly supervise their children at all times, seeks to use the dorms for unlawful purposes, seeks to bring into the dorms an unlawfully possessed firearm, fire-works or something, including an explosive, hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons, destroys, damages, defaces, or threatens harm to dorm 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 the Longreach Station Accommodation for the operation and management of our dorms.

**INSURANCE:**

The Longreach Station Accommodation strongly recommends you purchase comprehensive travel insurance. We suggest that the policy include, but not limited to, the following coverage – loss of payment through cancellation, loss or damage to personal baggage, loss of money and medical expenses.

**ILLNESS AND EPIDEMICS:**

The Longreach Station Accommodation reserves the right to refuse accommodation to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify reception staff. In case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgement or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

**LIMITATION OF LIABILITY:**

Not with standing anything contained in these terms and conditions to the contrary, Longreach Station Accommodation and its affiliates shall not be responsible for indirect damage, damage arising from consequential damage or special circumstances, including but not limited to loss of revenue, loss of profit, loss of use, loss of opportunity, arisen out of the performance or non-performance of obligations under this terms and conditions.

**DISCLAIMERS:**

Although, Longreach Station Accommodation may from time-to-time monitor or review discussions, chats, postings, transmissions, bulletin boards, and the like on our social media channels. Longreach Station Accommodation is under no obligation to do so and assumes no responsibility or liability arising from the content of any such locations nor for any error, defamation, libel, slander, omission, falsehood, obscenity, pornography, profanity, danger, or inaccuracy contained in any information within such locations on our internet channels. You are prohibited from posting or transmitting any unlawful, threatening, libellous, defamatory, obscene, scandalous, inflammatory, pornographic, or prophane material or any material that could constitute or encourage conduct that would be considered a criminal offense, give rise to civil liability, or otherwise violate any law. The Longreach Station Accommodation will fully cooperate with any law enforcement authorities or court order requesting or directing the Longreach Station Accommodation to disclose the identity of anyone posting any such information or materials.

**ENFORCEMENT OF TERMS AND CONDITIONS:**

Copies of these terms and conditions are available from The Longreach Station Accommodation reception. Upon signing our guest registration form, you agree that your access to and use of the dorm's is subject to these terms and conditions

**LEGAL STATEMENT:**

The Longreach Station Accommodation has a strict policy for handling guest information. The information you provide to Longreach Station Accommodation, is confidential and protected to the fullest extent possible. Longreach Station Accommodation will not disclose or distribute guest information to third parties without prior written consent by the guest or in the situation where we are required to by law. However by signing the guest registration form you agree to allow us to pass on to persons we deem appropriate your details should you or your visitors.

Such as but not limited to:

- Fail to settle your account
- Smoke in the room
- Room degradation (such as vomit, bodily wastes)
- General damage to dorm property, fittings, fixtures
- All non-standard cleaning charges
- And or any problem sufficient to result in a room being withdrawn from its availability to let.

***Thank you  
Management  
Longreach Station Accommodation***