



Peninsula Boutique Hotel – Rules of House

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Validity of Rates & Quotations

- Prices are valid for the dates indicated.
 - All costs shown are in Australian Dollars, or as otherwise indicated, and include GST (Goods and Services Tax) where applicable.
 - All prices shown on this site are subject to change without notice.
 - Accommodation costs are for room plus full buffet breakfast and include arrival transfers for stays of three or more nights unless otherwise indicated in promotional offers or packages as specified.
 - Prices quoted and shown are not final until full payment is received.
 - All quotations are valid for 48 hours from the time of quotation, unless otherwise stated, and are subject to availability of services quoted and are not guaranteed until the booking is confirmed and deposit received.
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Deposit, Payment & Cancellation Policy

- A deposit of 25% of the full accommodation will be charged to the credit card provided at the time of reservation to secure your booking. Or if staying 5 nights or less, a deposit of 2 nights' accommodation will be charged. . Your reservation is not confirmed until the deposit has been paid and a confirmation number received from the hotel.
- **The remaining balance of your accommodation will be charged to your credit card 30 days prior to arrival.**
- Cancellations must be received in writing by email res@peninsulahotel.com.au. Cancellations will not be deemed to be received until you have written confirmation from Peninsula Boutique Hotel Port Douglas.
- Cancellations received 31 days or more (local hotel time) prior to the arrival date - the deposit will be refunded in full less a \$100AUD administration fee. The administration fee covers the cost of processing the booking, receipting the booking and banking the money, cancelling the booking from the system, processing refund via electronic medium and meeting bank charges.
- Cancellations received 30 days or less (local hotel time) prior to the arrival date will forfeit the full accommodation amount.

- 'No Show' or "Early Departure" for any reason incurs the full accommodation cost of the original reservation. This policy is applied to cover the distinct possibility of our inability to relet the suite at that late stage. Should the suite be relet a refund of the booking difference will be applied.
- We strongly suggest to take out travel insurance to cover unforeseen circumstances in the event you need to cancel or reduce the length of your stay.
- Any additional charges such as transfer costs, tours, room charges and all incidentals are to be settled prior to your departure. Any charges incurred after settlement of your account will be charged to your credit card provided on check in.
- 2% surcharge applies to all American Express and Diners Club International card transactions. 1% surcharge applies to all Visa and Mastercard transaction.
- Complimentary Arrival transfer is a seat on a shuttle bus through a transfer company, if guests choose to upgrade to their own private transfer it will be an additional \$110AUD per couple. Subject to availability.
- Our complimentary one way transfer service is for
- The shuttle bus service departs hourly, if the guests missed the transfer they will need to wait for the next service available.
- Any transfers between 10pm and 4am will occur a \$50AUD surcharge (payable directly at the hotel).
- Our hotel only carts for people over the age of 17.

Rules of The House

The terms and conditions of the holiday letting as agreed to by both parties are as follows and departure from same by you permits the owner or agent to refuse the key, amend the charge or immediately terminate the occupancy.

1. The hotel rooms are let to you for holiday purposes only for the period stated on the written confirmation or reservation information you receive from us. You agree to stay for the dates you have confirmed and should you wish to reduce your stay once you arrive or during your stay, under no circumstances are there any refunds.
2. The hotel rooms are available from 2pm on the day of your arrival and are to be vacated by 11am on the day of departure. Early check in and late check out is subject to availability and charges may apply at the discretion of management. The hotel room is to be locked on departure and all keys returned to reception.
3. Charges must be paid by cash or credit card (Visa, MasterCard, Diners or American Express) before the occupancy commences unless special prior arrangements have been made. 2% additional charge applies to American Express and 1% additional charge applies to Visa and MasterCard transactions.
4. The number of people occupying the apartment is not to exceed the number of people that beds are provided for. If guests have exceeded the maximum allowable occupancy of a room, they will be asked to leave the hotel.
5. If guests have any outside visitors, they must report to reception upon their arrival. Visitors must be accompanied by the registered guest at all times. No visitors after 9pm. Visitors are not allowed to use guests amenities such as the Jacuzzi, pool, Wifi etc. Visitors must be over the age of 17.
6. The hotel room must not be used for any unlawful purposes.
7. Guests must only park cars in the designated areas.
8. No person on the premises shall be guilty of conduct that is a nuisance to adjoining or neighboring occupiers. The by-laws, rules and regulations of the complex and any reasonable direction of the Manager must be complied with. The hotel room must be vacated if, after receiving a warning, any Guest fails to comply.
9. We reserve the right to refuse service to anyone in our hotel, restaurant/bar or remove a person without refund who refuses to abide by the reasonable standards & policies established by the management of the hotel. Peninsula Boutique Hotel will refuse service or evict a guest; for being under the influence of drugs or any other intoxicating substance & acts in a disorderly fashion as to disturb the peace of other guests or acts in an aggressive or abusive behavior that may be dangerous or threatens other guests & staff.

10. In the event that any appliance or service breaks down every reasonable endeavour will be made to repair or replace an alternative. The Manager or owner accepts no responsibility for any inconvenience. Port Douglas has limited access to tradespersons and your patience is sought should this occur.
11. Neither the Body Corporate, the Manager nor the hotel room owner is liable for any damage or loss of property which a guest may sustain while on the complex. No responsibility is taken for guests personal property left on the premises.
12. All breakages and losses to the property are to be reported to the Manager and paid for immediately by the Guest.
13. The Guest will be liable for payment of any charges incurred by any Guest together with all replacements and necessary costs for any damage or loss to the apartment and its contents or the Body Corporate property as caused by any guest.
14. The Manager reserves the right to apply a bond on the hotel room if considered necessary. Should the hotel room not be left in a reasonable clean and tidy state, any cleaning costs above and beyond the normal will be charged to the guest.
15. A daily room service is provided with all bed and bathroom linen provided. Guest amenities are replenished when consumed complimentary unless stated for specific individual items. Room Servicing starts at 8am through to early afternoon. If guests display 'Do Not Disturb' on their doors, the rooms will not be serviced and fresh towels will be left at the guests door.
16. The Manager may inspect the hotel room at any time with reasonable notice and at any time without notice if the Manager is of the opinion that there has been a breach of these conditions.
17. No animals or pets are to be brought onto the property.
18. With telephone, internet and postal bookings, the description of the property and the apartments are made in good faith but no responsibility for mis-description can be accepted. Each hotel room is furnished to a standard but as each hotel room is owned individually they will therefore experience some different furnishings which are in addition to the standard fit-out, so please enquire first as to what the standard furnishings are.
19. **Specific requests will be noted on reservation, however no guarantee will be made. We will make every effort to honor special requests such as a specific floor, room number, adjoining rooms, etc. However, the availability of these items cannot be guaranteed in advance.**
20. The Guest authorizes the manager to charge any credit card, or retain any bond for any loss, damage or monetary contribution for which any Guest is liable under this document or otherwise.
21. Fees and charges apply for cancellations and 'no-shows'. There is no refund for early departures.
22. If the occupancy ends or is terminated, the Guest must immediately vacate the apartment. The manager is authorized to do whatever is required to enforce the eviction of any Guest and removal of Guests' property.
23. Children under the age of 17 are not recommended/ catered for.
24. *Free Wifi is for up to 4 devices per room. Upload & download limits apply to a maximum of 500MB per day or 3500MB per 7 night stay.
25. The Peninsula Boutique Hotel is committed to providing guests & staff members a smoke free environment (this includes smoking vapers & e-cigarettes). This initiative includes guest rooms, guest balcony's, public spaces & staff work spaces. Although smoking is not permitted within the hotel building or on the hotel grounds, guests who wish to smoke are permitted to do so outside in designated areas off the hotel premises. If guests disregard our non smoking policy, they may be asked to leave the hotel.
26. Our complimentary bicycle hire service may not be available all year round. The hotel only has a certain amount of bikes available; so it's first-come, first-served basis. Guests can contact reception to pre-book the bikes. Guests are required to sign an authority form before taking the bikes. Guests

are required to wear helmets if riding the bikes on the roads. All bikes have to be returned back to the hotel before reception closes.

27. Our complimentary beach sun lounge service may not be available all year round. The hotel only has a certain amount of beach sun lounge chairs & beach umbrellas available; so it's first-come, first-served basis. Guests need to notify reception between 8:30am - 1:30pm if they require this service and 30 mins notice for delivery. All guests are to notify reception when they have finished with the sun lounge chairs & all of the chairs need to be back by 4pm. If the sun lounge chairs are not available, portable beach chairs can be provided.

Any reservation request from you constitutes acceptance of the above conditions including rules of the house.