



ACCOMMODATION TERMS & CONDITIONS

Terms and Conditions incorporate the basis upon which accommodation reservations are accepted by Hotel Lowood. All registered guests must be a minimum of 18 years of age. All bookings made directly or via participating websites or travel agents with Hotel Lowood are made subject to these terms and conditions. The person making the booking will be deemed to have accepted these terms and conditions on behalf of the guest who will be staying. It is the booker's responsibility to ensure these terms and conditions are passed onto the person or person's staying. 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 visitors leave rooms by 10pm (22:00) each evening. Please also extend this courtesy to our neighbours when entering and exiting the building or car park.

QUOTES

Rates and room availability is subject to change daily. All group rates and room types are quoted based on availability as of the time and date quoted. Additional group terms and conditions are applicable. The Hotel is not at liberty to match any verbal quotes should they not be compliant with our pricing structure. Quoted rates do not include transport to or from the property or items of a personal nature including but not limited to meals, laundry, telephone, room service and transfers unless otherwise indicated in writing.

PREPAID BOOKINGS

For all bookings made under our online pre-payment option, bookings will be subject to payment immediately upon booking. These bookings are non-refundable, non-transferable and dates cannot be amended. During special events or over peak seasons the Hotel may ask for prepayment or a deposit to secure bookings. Any amendments to our regular booking terms including payment and cancellation will be communicated to the guest at the time of booking and subsequently will be emailed through within a booking confirmation.

RATES

All rates sold are in Australian dollars and include Government goods and taxes (GST). Rates are based on twin share occupancy and are sold on a per room, per night basis. Hotel Lowood reserves the right to amend rates that have been displayed at an incorrect value due to human or automatic distribution errors. Special rates for bookings sold for a minimum night's stay will be void should the booking be changed to a lesser number of nights. The available rate will then revert to the advertised nightly rate at that time.

CANCELLATIONS AND NO SHOWS

Hotel Lowood's cancellation policy requires any cancellations or amendments be made prior to 2pm (Hotel time), one (1) day prior to arrival to avoid penalty. Any cancellations within 24 hours prior to arrival are subject to one (1) full night's accommodation charge. For cancellations and no shows inside 24 hours, where pre-payments were made, all funds will be forfeited. During high demand and special event periods extended cancellation policies may apply. No-show bookings will incur the first night's accommodation charge. The Hotel will attempt to contact all no-show bookings however if we are unable to make contact with the guest(s) within a reasonable time frame, the remainder of their stay will be cancelled.



RESERVATION PROCESS

When making a reservation Hotel Lowood reserves the right to acquire the following personal information relating to the future guest and the booker.

- Guest(s) full name(s)
- Proof of identity (Drivers Licence, Passport or ulterior government issues identity document)
- Contact number
- Email address
- A valid credit card number to guarantee the reservation (incl. exp, ccv and card holder name)- Booker name & contact number
- Company organisation or government department details

Bookings will only be deemed as guaranteed with a valid credit card, deposit or chargeback authorisation. Confirmations will be provided wherever possible for all bookings outlining our Terms & Conditions. Rates are subject to change if any details relating to your booking are amended, for example your dates of stay, your room type or the number of persons staying under your booking. A change of date for existing bookings can be amended free of charge and subject to availability provided it is outside 24 hours prior to the date of arrival.

Amendments requested inside 24 hours will be subject to a cancellation fee. Hotel Lowood reserves the right to process payment against a guest credit card up to 48 hours prior to arrival should the booking be considered a no-show risk. This includes but is not limited to a booking made more than 30 days prior to arrival with no subsequent contact or confirmation made.

ELIGIBILITY FOR RATES

Corporate Rates are valid for those guests travelling for business and paying with a valid business credit card or company chargeback. Government Rates are valid for guests travelling on behalf of the Australian government and paying with a valid government credit card or government chargeback. The Hotel reserves the right to request valid corporate or government identification to verify eligibility for corporate/government rates.

THIRD PARTY CREDIT CARD AUTHORISATION & CHARGEBACKS

A third party credit card authority form or chargeback is a written consent of costs that can be charged back to a nominated credit card or approved company account. Hotel Lowood requires all third party credit card forms and chargebacks to be received in writing prior to arrival. Should no authority be received in writing prior to check out, the registered guest will be held accountable to settle all charges at that time. It is the guest's responsibility to arrange their own method of payment, be that in the form of a chargeback, an authority form or a purchase order. Should a chargeback not cover 'all' charges then the registered guest is required to provide a credit card or bond to guarantee incidentals. Invoicing to a company or agency can only be arranged if an approved credit application has been submitted and approved. Credit applications can take up to 30 days for processing. Payment for all credit holders is strictly 14 days from invoice date. If a company is booking on behalf of an employee, then the company is required to send through either an authority form, purchase order or email that states the authorized charges associated with that guest. For chargebacks or authority forms that have been received after the guests departure and the guest has subsequently paid their own account on check out, the Hotel will not refund and recharge a guest account.

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CREDIT CARD AUTHORISATION

The registered guest is required to provide a credit card pre-authorisation at check-in which provides authority for payment of accommodation and incidentals over the duration of the stay. The pre-authorisation process validates your credit card and provides an imprint of card details. The authorized amount will vary dependent on the card type and length of stay. Authorised amounts will appear as a pending charge on statements for a period of 7-10 business days depending on the guest's bank or institution and will then disappear. This will not be visible as a charge and refund as it is a hold on funds only.

METHOD OF PAYMENT

Settlement of accounts must be made on check out. Hotel Lowood accepts Visa, MasterCard, American Express & Debit cards. All amounts are charged in \$AU (Australian Dollars). Credit cards used for payment (including incidentals) must be present on check-out by the cardholder. All bond rooms are subject to a visual inspection of the room on departure prior to refunding the bond. Payments made by cash or EFTPOS (cheque or savings account) will not incur additional fees. Hotel Lowood does not accept Cheques as a method of payment so an alternative form of payment will be required. In the event a guest fails to pay on request, any amount owing to Hotel Lowood, pursuant to the reservation and accommodation, reserves the right to deny access including to their room and belongings, and ask that they vacate the premises. If a guest departs without settling their account, the Hotel reserves the right to charge their card. Should the payment method decline, the Hotel will attempt contact to seek alternative payment. Should payment not be provided within 24 hours, further action will then be taken.

LATE CHARGES

Any additional undeclared purchases or delayed charges including food and beverages through late processing or non-disclosure, the Hotel reserves the right to charge to the credit card provided on check in.

ARRIVAL

Check-in time is from 2pm (14:00). Guests arriving earlier may be granted access prior to 2pm, subject to availability and at the Hotels discretion. Luggage can be stored until the room is ready. The registered guests(s) must complete the guest registration card on arrival and provide a method of payment for the room. The Hotel requires disclosure of all guest names staying in the room at the time of check in.

DEPARTURE

Check-out time is prior to 10am (10:00) – late check-out after this time may incur additional fees up until 12pm (12:00), thereafter an extra night's charge may apply. Any late check out requests are subject to availability, arranged at the Hotel's discretion and are not guaranteed.

ROOM ALLOCATIONS & SPECIAL REQUESTS

Whilst the Hotel will attempt to accommodate requests wherever possible, the Hotel does not guarantee special requests such as specific room numbers or bedding configurations. If an allocated room is no longer available at the time of check-in, for whatever reason, Hotel Lowood will provide an alternative substitute room of equal or greater value. Should the Hotel not be able to provide a room due to circumstances beyond their control, Hotel

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Lowood will relocate guests to a nearby Hotel of similar standard (including transportation) or alternatively offer a refund.

CAR PARKING

Hotel Lowood's car park is a public parking area. Parking spaces are not allocated or guaranteed, and guests agree to enter the car park at their own risk. Hotel Lowood does not accept any responsibility for damages or loss to property or property belonging to a third party within the carpark.

EXTRA PERSON POLICY

Rooms are sold on a twin share basis, charges may be applicable for additional guests. Extra person room rates will be charged daily on a room only basis unless otherwise arranged. Guests will automatically be charged a fee if extra people are deemed to be staying without prior consent. The Hotel has strict maximum occupancy limits on their rooms.

SMOKING POLICY

Hotel Lowood is a non-smoking venue – smoking is not permitted in any inside areas. Smoking is only permitted in designated smoking zones outside the Hotel room. A penalty fee of up to \$200 will be charged to any guest found to have breached the no smoking rules of the property.

PET POLICY

Hotel Lowood does not permit animals on premises at any time, except for registered guide dogs or medical assistance dogs. Assistance/Guide Dogs are required to be harnessed and in their assistance jacket in public areas. Please advise ahead of time if you will be travelling with an Assistance/Guide Dog. Should non-Assistance/Guide animals be found in Hotel rooms or on the premises, guests will be asked to remove their animals from premises or leave. A penalty fee of up to \$200 will be charged to any guest found to have breached the no pets rules of the property if any damages, breakages or animal based messes are found.

DAMAGES, BREAKAGES & ADDITIONAL CLEANING

The registered guest is responsible and will be held accountable for any breakages or damage incurred within their room or within the associated venue including those by third parties. The Hotel reserves the right to process any additional charges incurred to the credit card provided at check in. Hotel Lowood reserves the right to on charge guests for additional cleaning should one of the following, but not limited to, occur: Smoking in the room resulting in smoke residue on furnishings - Damages or breakages caused by a pet, cleaning of pet waste products such as urine or faeces on the carpets - Cleaning and/or replacement cost of soiled beds and/or linen - Vomit - Excessive rubbish - Spills or stains to carpet - Flooding of rooms from negligent activity - Damage caused by decorations or attachments - Use of glitter or confetti is not permitted - The use of cooking equipment in rooms is prohibited - Damage or removal of Hotel property - Inappropriate use of Hotel property resulting in damage.

EVICTION

Hotel Lowood may evict a guest or visitors at their discretion at any time should their behaviour or actions be the following (but not limited to): Inappropriate or offensive behaviour - Intoxication – Overcrowding, when the number of persons in the room exceeds the capacity - Throwing of objects from windows - Physical or verbal abuse or assault towards Hotel representatives, security or other guests - Wilful damage to Hotel Lowood property - Any incident for

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which the police need to be called onto the premises - If a licensee barring is initiated or in affect - Any behaviour posing a safety threat to others - Ignoring requests to reduce excessive noise (music or other noise) Guests who are evicted from the Hotel will be blacklisted from Hotel Lowood for a period of 2 years and the Hotel may choose to issue a licensee barring and/or notify the police.

HOUSEKEEPING SERVICING

Rooms are serviced daily between 8am and 2pm. If there is a 'Do Not Disturb' sign on the door up until and past 2pm, no servicing will be provided. Housekeeping is able to supply additional towels and amenities upon request. During room servicing guest will not be permitted access to their rooms without verified access via their room key. Housekeeping will not service a room should it be deemed excessively messy. Personal items left on beds or cupboards preventing cleaning or making of beds will not be moved by the housekeeping team and may result in a limited servicing of the room. If you have any allergies, sensitivities or intolerance to, but not limited to: a particular fabric, material, cleaning product or food, it is the individuals responsibility to advise Hotel management prior to arrival.

CHILD & INFANT POLICY

The Hotel considers for the purpose of charging a child to be 16 years and under. Children and/or infants sharing a room with their parent or guardian may do so free of charge when: using existing bedding and when not exceeding the maximum occupancy for the given room type. Children and infants may not stay in any room without an accompanying parent or guardian. Additional charges will apply if extra beds or linen (sofa beds) are required. These are charged at the extra person rate on a room only basis, unless otherwise stipulated. Hotel Lowood does not permit unaccompanied minors to stay in our room for safety reasons. Hotel Lowood does not accept any responsibility for injury caused by an unsupervised minor in the room, nor do we provide the service of supervising a minor during their stay. If a registered or non-registered guest is found to be under the age of eighteen (18-years) and is not accompanied by a parent or guardian Hotel Lowood may immediately cancel the booking and the full booking amount will be forfeited. If a person under the age of eighteen (18-years) who is not a registered guest is known to be staying alone in the room without a registered parent or guardian, they will be asked to leave, and the booking fee subsequently forfeited.

PHOTOGRAPHS & DESCRIPTIONS

Whilst care is taken to ensure that 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 room, we highly recommend speaking to one of our reservation specialists who can assist in your decision-making process. 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 of interest in surrounding areas. Actual rooms occupied may vary in décor and inclusions from those shown in photographs. Hotel Lowood accepts no responsibility for errors made in publications produced by third parties.

FACILITIES

Hotel Lowood reserves the right to rename, close or alter the access, name or opening hours of its facilities at any time without prior notification.

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RIGHT OF ENTRY

In the event that Hotel Lowood has a legitimate cause for concern, or if the guest has not been seen nor been contactable over a period of time, or if the room has been unable to be serviced for more than three (3) consecutive days, the room may be entered by a Hotel representative to ensure the safety and comfort of the guest is in order.

RIGHT TO REFUSE ENTRY

Hotel Lowood reserves the right to refuse a guest entry to the Hotel including accommodation for any reason whatsoever including where the guest has engaged in conduct on a previous occasion adverse to the Hotel. It is at Management's discretion to refuse service or entry. Hotel staff and security have the right to refuse service or remove patrons for inappropriate or offensive behaviour.

SECURITY & LOSS PREVENTION

Management and staff work hard to provide a safe and secure environment. We do everything possible to ensure a secure environment is maintained and we ask that our guests do also. Hotel Lowood takes no responsibility for any personal possessions that are lost, stolen or misplaced whilst on the premises.

LOST PROPERTY

Lost property found on the premises is logged and kept in a secure location for a period of three (3) months. Thereafter items are either disposed of or donated to charity. Hotel Lowood accepts no responsibility for contacting individuals in relation to lost property. Perishable items retrieved from rooms after checking out are only held until close of business that day. Claimed items can be collected from the Hotel with valid identification or alternatively the Hotel can arrange postage on behalf of the guest at their expense. The Hotel uses the service offered by Australia Post entitled Cash on Delivery (COD). The Hotel accepts no responsibility for items sent via post once the item has been delivered to the local post office.

USE OF INFORMATION

By staying at Hotel Lowood, you consent and authorise the Hotel to collect, use and disclose your personal information for the purposes of administering and providing you with services associated with your booking. This consent may be used for the purpose of informing you about offers and promotions which relate to the Hotel Lowood's related bodies, corporate or participating properties. Hotel Lowood will not disclose any information you have provided to us in confidence or to any person other than a related body corporate without your prior written consent.

DISCLOSURE

We do our best to ensure reservation arrangements are satisfactory, however, Hotel Lowood does not accept any liability for any loss financial or otherwise, travel delay, injury, damage, additional expenses or inconvenience caused directly or indirectly by any events which are beyond our control. These include, but not limited to, flight delays or cancellations, civil disturbance, defects in vehicles, strikes, theft, acts of terrorism, natural disaster, war, fire, floods, acts of God, acts of Government or of any other authorities, changes to Government regulations, accident to or failure of machinery or equipment, maintenance requirements or industrial action.

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