



## **THE ESPLANADE HOTEL PORT HEDLAND RESERVATIONS - TERMS & CONDITIONS 2009/2010**

Please read these terms and conditions carefully as these conditions incorporate the basis on which bookings for The Esplanade Hotel are accepted. The Terms and Conditions of accommodation as agreed by both parties are as follows. Failure to abide by these Terms and Conditions permits the owner or the agent to refuse the key, amend the rental or apply additional charges and/or terminate the occupancy.

If booking via your Travel Agent or third party please refer to the terms and conditions they provide.

Should you need to cancel, amend or change a booking with them, **you will need to contact them direct.**

**The terms and conditions below are for bookings made direct with The Esplanade Hotel.**

### **HOW TO BOOK / QUOTES AND RESERVATIONS**

In the near future bookings will be able to be made over the internet at **[www.theesplanadeporthedland.com.au](http://www.theesplanadeporthedland.com.au)** however until then you can call 61 (08) 9173 2783 or fax 61 (08) 9173 2100 (International callers) or email [enquiries@theesplanadeporthedland.com.au](mailto:enquiries@theesplanadeporthedland.com.au)

Reservations are subject to availability and actual pricing at the time of booking. Verbal quotes are valid for 24 hours. Any verbal quote given is only an estimate of the price, which will be subject to written advice on confirmation of the reservation from The Esplanade.

### **ARRIVALS**

Check-in time is 2pm. An earlier check-in may be requested, subject to availability, however no guarantee is given. Please note on arrival/check in at The Esplanade Hotel we do require a credit card as surety for the room booked and signature on the registration form to confirm our terms and conditions. Without this signed registration card and credit card details we cannot proceed with your accommodation stay at The Esplanade Hotel. There will also be no refund should you not have a credit card available for this process.

### **DEPOSIT**

A credit card number to guarantee the booking is required at the time of booking and the balance is due on arrival, however should you cancel within 24 hours of arrival the full amount of accommodation will be charged to their credit card. This includes no shows. Incidentals can be paid on departure.

The Esplanade Hotel bears no responsibility for monies paid via a travel agency until cleared funds are received in The Esplanade Hotel's bank account.

## **FINAL PAYMENT**

Full payment must be received on arrival at check in, prior to the issue of keys.

Cheques will be accepted but must arrive within 72 hours of making the booking and at least 14 days prior to check-in. A credit card for surety on the room is still required on check-in.

If deposit or final payment is not received by the due date, The Esplanade reserves the right to cancel the booking. Confirmation and invoices are subject to re-issue if incorrect through error or omission and the passenger accepts the liability to then pay the correct cost or to decline to retain the reservation.

## **PAYMENT OPTIONS**

Payments accepted include credit cards Visa, Mastercard, AMEX and Diners, AUD personal or bank cheques / drafts and telegraphic transfer (allow 7 days transaction time). Prices quoted are in AUD and all payments must be made in AUD.

## **CANCELLATIONS**

Inside 24 hours of arrival the full accommodation charge at the daily rate will be charged, this also applies to no shows. No shows and cancellations after check in - will be subject to a 100% cancellation fee, however if after arrival clients are dissatisfied with any aspect of their accommodation & decide to terminate their stay, the amount to be refunded, if any is at the discretion of the manager.

This also applies to no shows. In extenuating circumstances the general manager has the right to review this cancellation fee.

## **GROUP BOOKINGS/LONG TERM BOOKING**

To confirm a group booking, a deposit of 10% of the total accommodation booking/tariff for all rooms is payable on booking. The deposit is non refundable and 100% cancellation fee applies. A further 50% deposit is due 14 days prior to the arrival date of the first booking date. Balance is paid on arrival. Should the booking be larger than 20 rooms, full balance is payable 14 days prior to arrival. Should the booking be cancelled within 14 days of arrival, the balance will be forfeited, that is there is no refund on cancellation and 100% cancellation fee applies. If deposit or final payment is not received by the due date, The Esplanade reserves the right to cancel the booking. Dates cannot be altered or amended, unless they are increasing the number of nights which would be subject to availability and/or at the discretion of the general manager

## **AMENDMENTS TO DATE**

Within 24 hours prior to check-in - amendments not accepted and/or at the discretion of the property management

## **RATES AND CHANGES**

Rates are effective from 1 April 2009 to 31 March 2010 and may be changed at anytime. Prices listed are in Australian Dollars and are inclusive of GST where applicable. The Esplanade Hotel may include transport from the airport to holiday destination and return, items of a personal nature, meals (unless specified), transfers and existing or proposed taxes and government charges, unless otherwise indicated.

Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation. The price of your accommodation cannot be guaranteed until a deposit is received.

All prices and other payments and conditions should be confirmed with your travel agent or third party at the time of booking.

## **CLEANING & SERVICING FOR THE ESPLANADE HOTEL**

All hotel rooms are provided with linen, coffee, tea & biscuits, including plunger coffee and toiletries included in your tariff. The rooms are serviced daily. Full linen change is every 3 days. The Esplanade also includes continental breakfast in the tariff and hot breakfast is available at an additional cost.

## **CHECK-IN AND CHECK-OUT**

Standard check-in is 2pm and standard check-out is 10am.

For guaranteed arrival prior to 2pm, a room must be reserved from the previous night and therefore includes an additional nightly charge.

For arrival outside The Esplanade Hotel's office hours, please advise arrival details at time of booking so that we can arrange to forward to you a copy of our after hours check in procedure.

Late check out up to 12 noon is at the discretion of the manager and must be requested the night before check out and can only be confirmed on the morning of departure. Late check out after 12 noon will incur additional charges of 50% of room rate.

## **ROOM ALLOCATION & CAR PARKING**

There is no allocated car parking at The Esplanade Hotel, however there is off-street parking.

In the unlikely event of a situation whereby The Esplanade Hotel cannot provide accommodation as previously confirmed, for whatever reason, The Esplanade Hotel will undertake to relocate clients into an alternative Hotel/Resort of similar star rating. Should there not be a hotel or resort of equal or better grading in the vicinity of the original booking, it may be required to provide clients with a resort of a lesser grading. If this is the case, any reduction in costs will be refunded to the client.

The alternatives offered are at The Esplanade's discretion. Should the client wish to choose a property of a standard other than that offered under this condition, then the client will be required to pay any difference in price between The Esplanade recommended property and their own choice of property.

## **CHILDREN'S PRICES**

In most cases, children's prices for accommodation featured in the brochure or website refer to children occupying the same room with at least two adults and using existing bedding. Additional charges will apply if extra beds or linen (including rollaways, sofa beds or cots) are required.

## **ACCOMMODATION**

Whilst care is taken to ensure that the description of facilities and services of The Esplanade Hotel is accurate, these are continually being changed, upgraded, and on occasion taken out of service. If any feature/facility is essential for the passenger in choosing to stay at The Esplanade Hotel, it is advisable that the guest checks this at the time of booking. The Esplanade Hotel cannot be held liable for omissions or errors, whether temporary or permanent of a property's facilities and services.

Property room photos may not be specific to actual room allocated. Photos are indicative only. Accommodation facilities listed may not apply to all room types.

## **SPECIAL REQUESTS**

Whilst we attempt to satisfy all special requests, we are unable to provide a guarantee.

## **MAPS AND IMAGES**

Map images, if shown, are for general information and may not necessarily reflect actual routings, locations or services provided. Many of the destination shots featured in this brochure have been supplied by tourism authorities.

## **TRAVEL INSURANCE**

We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the following cover: Loss of deposit through cancellation; loss or damage to personal baggage and loss of money and medical expenses.

### **NOT INCLUDED IN PRICE OF HOLIDAY**

Airport taxes, costs of a personal nature e.g. laundry, taxis, telephone calls, room service.

Meals and transport are not included in the rates however some special packages do have these as part of the package; please check at the time of booking for more information.

### **BOOKING ARRANGEMENTS**

The person affecting a booking shall be deemed to have accepted the booking conditions on behalf of all persons named in the booking.

### **DOCUMENTATION**

Travel documents will be forwarded by post or email when a deposit or full payment is received. It is the clients responsibility to ensure that if these confirmations/receipts are not received this be communicated to the hotel or booking agent as soon as possible.

### **UNDER 18'S**

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

### **PACKAGE PRICES / PER NIGHT PRICES**

Per night prices are to be used as an indicator only and not as an extra night rate.

### **GENERAL DAMAGES & BREAKAGES & BREACHING OF BY LAWS**

The properties we manage are for residential accommodation only. Functions and/or parties of any sort are not permitted in the rooms and penalties apply. All damages, breakages or losses to the property, furniture and furnishings are to be reported to reception by the guest immediately. Should you discover a default or breakage or maintenance/safety issue when you arrive, please advise our office or we will consider those the responsibility of the current guest and charge accordingly. When a guests registers or an invitee of a guest enters the premises, they are deemed to have agreed to be bound by these conditions. Guests and invitees are expected to behave in a manner, which is conducive to the safety, comfort and convenience of other guests within the hotel. In the event that the property has been damaged, whether such damage is wilful or not, and/or left in excessively dirty or untidy state, it is the sole and absolute discretion of the manager and/or its servants or agents, to charge the guests for such damage, the manager without reference enter a debit on the credit card of the guest and the guest hereby authorises the manager to do so. Smoking is not permitted and is strictly enforced, additional cleaning charges apply for any smoking in rooms.

### **NO PETS POLICY**

No pets are permitted on the property due to health regulations

### **RESPONSIBILITY**

The Esplanade Hotel can sometimes include third party products in special packages. As an agent on behalf of this product or service The Esplanade Hotel shall not be liable under any circumstances for any failure by those service providers to fulfil such travel arrangements nor for any error, alteration or change of any kind made by those service providers following the acceptance of the booking by them. All coupons, vouchers, receipts and tickets are issued subject to the terms and conditions specified by those service providers.

The Esplanade Hotel both for itself and on behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statement made by their service providers in terms of travel arrangements.

Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility. Every effort is made to ensure that information displayed on this website is correct. Information and rates on The Esplanade Hotel website are subject to change without notice.

Travel Agents - Please see your preferred wholesaler for rates, availability and bookings or call our The Esplanade Hotel Reservations on 08 9173 2783 (Australian callers). Verbal quotes are valid for seven (7) days. Reservations are subject to availability and actual pricing at the time of booking. Any verbal quote given is an estimate only of the price, which will be subject to written advice on confirmation of the reservation from your booking agent.

The Esplanade Hotel only accepts instructions on the above terms. Please check your booking confirmation carefully and advise immediately if any information is incorrect.