



GATEWAY

Reservations Terms and Conditions Penthouse Suite

Owners Corporation Rules

As a condition of the buildings "Owners Corporation Rules" and Building Fire Safety Regulations, these terms and conditions require to be confirmed and acknowledged before hiring the Penthouse

Smoking

This is a Smoke Free Building, therefore, Smoking is not permitted in the Penthouse; this also includes all areas of the balcony. In support of this standard and in the event that Smoking occurs, there is a minimum fee of \$250.00. This will be charged to your account or credit card. Further rental charges may apply if the suite is not sanitized effectively due to residual odour.

Maximum Guests & Visitors

The number of guests utilising or visiting the Penthouse is limited to the amount specified at time of reservation. Maximum number of guest's 4-6 only. This is a condition of the Building Fire Safety Regulations and must be adhered to. More than 6 guests at any time are not permitted in the Penthouse.

Duty of Care

As the hotel guest you are responsible for all damages, breakages and rental loss in the event of repairs as a result of damage caused by you or your guests. The Penthouse is checked for any potential damage by management, immediately after you have checked-out.

Keys

A maximum of four key cards will be issued for lift access and only two (2) hard keys for the Penthouse. In the event that a hard key is not returned to reception upon check out, the cost of replacement is \$150 per key.

Reservation Conditions

As a condition of the reservation for the Penthouse a valid credit card and current identification such as a driver's license must be provided. The hotel requires full prepayment when the booking is made. The credit card will also serve as a guarantee for any damages caused. If you fail to arrive on the date of the reservation you will forfeit all nights prepaid.

We accept MasterCard, Visa, Diners Card and American Express only. American Express & Diners Club transactions will incur a merchant credit card fee of 3%. Visa Card and MasterCard transactions will incur a merchant credit card fee of 1%.

Check in time is from 2:00pm onwards, check out time is 11:00am. Extension of check out time must be prearranged with Hotel Management.



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Building Noise Policy

Clarion Suites Gateway is restricted to Owners Corporation Rules, which state that the level of noise must be kept to an ambient level at all times, in support of consideration to other guests or residents. Parties, loud music, excessive noise is not permitted in this building. Therefore Hotel Management reserves the right to evict guests who do not comply with this standard.

Furthermore as a consequence of an eviction, the hotel reserves the right to charge one full night's accommodation fee on your credit card.

Credit Card Security Deposit \$1500.00

When the booking is made a payment of \$1500 will be debited to your credit card. This amount will be refunded to your credit card after the suite has been inspected upon your departure.

Any damaged that has occurred will be billed to your credit card and images of the damage will be provided to you by email. Notwithstanding in the event that guests do not comply with the hotels T & C, guests will be evicted and one or more nights' accommodation will be charged to your credit.

Acknowledgement of Terms & Conditions

Name: _____

Signature: _____

Date: _____

Thank you for acknowledging these terms and conditions, as a measure of enhancing your and other hotel guest experience, whilst staying with us.