

# **NORMANDIE MOTEL**

## **TERMS & CONDITIONS**

### **OF ACCOMMODATION**

1. Your Booking with us, and your stay in our facility, is subject to the terms and conditions contained therein. If you do not agree with these terms and conditions we will not be able to provide the goods and services you require.
2. Your stay with us is conditional upon payment of the prescribed tariff as set down by us, or a tariff agreed upon and contained in your booking confirmation notice.
3. Upon booking you will be required to provide the following information: (PO Box Number is not acceptable), drivers licence number, and credit card details. Our use of your personal information is set out in our Privacy Statement which can be viewed in our reception or a copy can be provided on request.
4. We do not collect personal information about people staying with you unless they are separately and individually our customer/s. However, we may record details of their behaviour and associate it with your information if they behave in a manner that causes loss, or damage to our business, or adversely affects our staff, other guests, or visitors.
5. The registered guest has the responsibility of ensuring that people staying with them behave in an appropriate manner, and conforms with our terms and conditions. The registered guest will be held responsible for the conduct of persons staying with them, and be financially liable for any costs arising out of bad behaviour.
6. The parking area within this facility has a 10kph speed restriction. Guests are required to adhere to the speed limit at all times. Guests and visitors using pushbikes, skateboards and scooters are required to wear the safety equipment required by law when using these thoroughfares. Please note that road users are subject to the law as it applies to all public roads as defined under the NSW Motor Traffic Act
7. Our cancellation policy requires that you provide 24 hours notice of cancellation. There will not be any refund of monies paid for cancellations which fall outside of this policy.
8. We are a NON SMOKING facility. Smoking is not permitted anywhere within this facility. Guests will be required to pay the cost of fumigating should evidence be forthcoming suggesting that this condition has been breached.
9. This facility has a "NO ENTERTAINING" policy. There are to be no more people in the guest rooms at any time other than the specific number of guests in your reservation.
10. The trading hours for the Restaurant and Bar are from 6pm to 10:30pm, Monday to Saturday excluding public holidays. We are licensed regarding the sale and consumption of intoxicating liquor. It is a condition of your use of these facilities that you comply with the direction of the staff regarding the consumption of alcohol, standards of dress, and behaviour generally. We

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- enforce Responsible Service of Alcohol as required by law. Persons who do not comply with these conditions, whether an in house guest, or visitor, will be required to vacate the premises.
11. We are members of Guests Behaving Badly Pty Limited. It is a condition of your stay with us that we may disclose information about your use of and behaviour at this facility to Guests Behaving Badly Pty Limited and to third party service providers, for example those that investigate or protect against activities harmful to guests, visitors, employees and others, or to property. Once again, we can only use your personal information in accordance with our Privacy Act Statement. Similarly, a copy of the Privacy Act Statement for Guests Behaving Badly Pty Limited is available upon request or at their web site [www.guestsbehavingbadly.com](http://www.guestsbehavingbadly.com) Our confirmation of your reservation is based on your agreement that we may collect your personal information for the purpose of conducting a check on a data base to which we subscribe. We reserve the right to cancel your reservation should we determine as a result of that check that we are not able to provide you the goods and services you require
  12. We reserve the right to terminate without notice the occupancy of a guest, and persons staying with them, who behave inappropriately. This condition also applies to guests who are in breach of these terms and conditions. Inappropriate behaviour includes but is not limited to consistent breaches of these terms and conditions, drunken, bullying, or loutish behaviour, the use of foul and indecent language, intimidation of staff or other guests, malicious damage, theft, or any other form of behaviour deemed by the management to be a danger to the offending guest, other guests, employees, contractors and the like.
  13. We reserve the right to amend these terms and conditions without notice.