

## Property Cancellation Policy

The Bay Motel has a range of rates on offer to provide you with flexible booking options depending on your circumstances.

As you can imagine, a late cancellation limits our ability to provide our wonderful return guests accommodation throughout the year.

Rest assured that if you are unable to fulfill your booking due to Covid-19 (circumstances outlined by the Authorities\*\*) a full and non- conditional refund (or credit) will be supplied.

The booking cancellation conditions below relate to **the Standard Flexible Rate** only. Any specific cancellation conditions relevant to any other type of booking rate are outlined in each rate's description.

### Reservation Policy:

#### PEAK PERIOD

01 December to 31 January + Labour Day Weekend, Easter Weekend, Queens Birthday Weekend & Melbourne Cup Weekend. Please note: minimum night stays may also apply during these times.

To secure a booking during our Peak Period, a deposit of \$75 is required.

#### 14 Days:

- **Policy summary** - The guest can cancel free of charge until 14 days before arrival. The guest will be charged the total price of the reservation if they cancel in the 14 days before arrival.

An admin fee of \$15 will apply if you cancel your booking.

#### OFF-PEAK PERIOD

01 February to 30 November (excluding Victorian designated public holiday long weekends during this period)

To secure a booking during our Off-Peak Period, a deposit of \$75 is required.

#### 7 Days:

- **Policy summary** - The guest can cancel free of charge until 7 days before arrival. The guest will be charged the cost of the first night if they cancel in the 7 days before arrival.

An admin fee of \$15 will apply if you cancel your booking.

**\*\* COVID 19 – Travel Restrictions Policy \*\***

If the Victorian State Government increases COVID 19 related travel restrictions and that change in restrictions prevents you from travelling to The Bay Motel Safety Beach then we will refund or provide a booking credit for the total cost of monies paid. Please Note this policy is not applicable to 'change of mind' cancellations.

**General Occupancy – Terms & Conditions**

- Check-in – 2 pm
- Checkout – 10 am
- Reception: 8am – 8pm daily. Late check-in by prior arrangement – please contact us in advance on the phone number in your confirmation email.
- Room bond – is required upon check- in. A bond of \$100 is an authorized hold of funds on your nominated credit / debit card that can be charged within seven days if required to cover the costs of room repairs / replacements / extra-ordinary cleaning and or mini bar purchases.
- Smoking is NOT permitted in any rooms at the Bay Motel Safety Beach. Smoking is permitted outside of rooms and away from motel doors and windows where bins are provided. Guests will be responsible for the cost of rectifying the effects of smoking in rooms. (Min charge \$250).
- Guests are asked to always respect our property and the comfort of other guests.

Should you require any further information in relation to our accommodation, please do not hesitate to contact us on +61 3 5987 2311, or email on [info@thebaymotel.com.au](mailto:info@thebaymotel.com.au).