

Rooms Bookings Policy

Rooms are 'as is', we do not add beds, or allow persons to sleep on the floor, or to sleep 'head to toe'. We do not have trundle, roll out or folding beds. Guests are not allowed to bring any of their own beds or bedding. This includes, but is not limited to, swags, sleeping bags and any other bedding or mattress types.

People sleeping on the floors, or in places not designed for extra numbers may place the company, and the staff, at a liability risk should someone be hurt in any fashion that may, at a later date, be ascribed to overcrowding or to the improper use of equipment.

Staff will not even suggest that something else might be arranged or is otherwise acceptable.

Customers that are 'unsure' of the numbers of people coming to stay must book an appropriate number of rooms and abide by the following cancellations policy.

We will not 'squeeze' extra persons into rooms under any circumstances.

Cancellations

Private room bookings of one or two nights

Individuals who have booked a room/s and wish to cancel their booking must do so no later than 48 hours prior to the check-in date. Cancellation after this time will **NOT** be accepted and the **full tariff will be charged** for all booked dates that do not meet the notice requirement.

Companies and Individuals booking for two or more nights

Companies and Individuals that '**block book**' rooms (bookings for individuals/groups for two or more nights) must be informed of the following policy.

Cancellations of '**block bookings**' must be received **7 Days** hours prior to check-in date. Cancellations after this will incur a minimum charge of **two nights accommodation charge per room** booked and cancelled, plus **20%** of any remaining booked accommodation being cancelled.

Terms and Conditions of hire may vary from time to time during the year. **Special Conditions** may apply to some times, dates and or events throughout the calendar year.

The Waroona Hotel reserves the right to apply **Special Conditions** at various times and dates and or events throughout the calendar year as applicable. These times and dates and or events may include, but may not be limited to Christmas, Easter, New Year, Show times and any other time, date or event that The Waroona Hotel may choose to apply these special conditions to. See 'Special Conditions'

All bookings made for any stay at the Waroona Hotel within a time frame of two nights either side of dates, times or events to which these special conditions are determined to apply will be fully paid at the time of booking. No refunds will be available for bookings during times which **Special Conditions** are deemed to apply.

Waroona Hotel Management