

TERMS AND CONDITIONS

All bookings made with The Oriana, Orange directly or via our website are subject to these terms and conditions and the person making the booking will be deemed to have accepted these Terms and Conditions on behalf of all persons who will be staying at the property. Failure to adhere to our terms and conditions may result in reservation cancellation or eviction.

If booking via an online booking agent or website the terms and conditions provided by them will apply to your booking and you should ask for a copy of these terms and conditions.

General

Reservations are subject to availability and rates at the time of booking.

Due to Fire regulations, Management must be aware of number of guests in rooms.

We would appreciate a reconfirmation and advice on your estimated time of arrival.

Conditions of stay

Your stay at The Oriana, Orange is subject to your acceptance of and compliance with all these policies and conditions and the applicable provisions of the *Innkeepers Act 1968*.

Arrival/Departure

Check-in time is from 2pm. Check-out time is prior to 10am. Earlier arrival or later departure times can be arranged, subject to availability, however additional fees may apply.

Cancellations

Cancellations must be received in writing by email to reception@orianaorange.com. Cancellations by phone will not be accepted in case of any dispute.

Our standard cancellation policy requires reservation cancellations or changes to be advised to us before 2pm, hotel time, one day prior to guest arrival. Any cancellations thereafter will incur a charge of the first nights' accommodation cost.

Some prepaid rates, discounted rates, high demand and special event periods may incur an alternative cancellation policy. The cancellation policy will be communicated during the reservation process.

No show policy

Failure to arrive on the date specified will result in the cancellation of your booking and will incur a charge equal to the first nights' accommodation cost.

Payment

Payment in full is required on check-in, unless otherwise arranged with management. Advanced purchases and pre-paid rates (as indicated on the rate description) are charged at the time of booking.

We accept cash/eftpos, Visa, Mastercard and American Express. Payments made with American Express attract a 1.8% surcharge.

If paying by cash/eftpos, a credit card or \$200 cash/eftpos deposit will be required upon check-in to cover any additional expenses that may be incurred during your stay.

Photo identification

Valid photo identification (ID) matching the name of the main guest within the reservation must be presented at time of check-in. This is required to verify your identity for hotel security purposes and to protect the credit card holder. A valid Australian driver's license, Australian issued proof of age card or an international passport are all acceptable forms of photo identification. This ID may be copied and securely stored as a record that we have verified who you are and your authority to use your credit card as a combat to increasing credit card fraud. As per our privacy policy, any personal information contained on the collected identification will not be on-sold; will be securely stored and carefully disposed of at the end of its usefulness.

Rates

The rates quoted are based on your period of stay. Rates are subject to change as a result of changes in your arrival and/or departure dates. Rates quoted are in Australian Dollars (AUD) and are inclusive of 10% goods and services tax (GST).

The Oriana, Orange will not guarantee or confirm rates for reservations made more than twenty-six (26) weeks prior to arrival.

Smoking policy

All rooms are non-smoking. Failure to comply will result in a \$200 cleaning fee.

When smoking outside, cigarette butts must be deposited in the ashtrays provided. Cigarette butts discarded into the planter boxes will incur an additional \$20 cleaning fee.

Advanced purchases and pre-paid rates

Advance purchase and pre-paid rate bookings are non-refundable and cannot be cancelled. There will be no refunds available for advance purchase and pre-paid bookings for guests who elect to cancel their booking. Changes and modifications are also not permitted.

Party policy

The Oriana, Orange has a no party policy. Excessive noise will not be tolerated after 9:00 pm. Failure to comply will result in penalty charges or eviction at the discretion of management.

Damages

Every guest is personally liable for all charges and remains liable for all damages to the room or property therein, or any discrepancies during their stay, due to the actions of themselves or their guests. In the event of foregoing, the registered guests give The Oriana, Orange the authority to charge the registered guests' credit card for any losses incurred by The Oriana, Orange, including but not limited to loss of revenue, additional cleaning and replacement/repair to any furniture/fixture/fitting.

Groups

Bookings of 5 rooms or more, or bookings accompanied by a tour leader irrespective of the number of rooms, are considered groups bookings or where names cannot be provided at the time of booking. All group booking requests must be made through the Hotel Manager.

Swimming pool

The pool is open between sunrise and sunset during the warmer months, but may occasionally be closed for maintenance, cleaning or chemical treatment. Children must be supervised at all times. No glass is permitted in the pool area.

All children that are not fully toilet trained must wear swimming nappies in accordance with NSW health regulations.

Cooking

Cooking in guest rooms is not permitted. Failure to comply will result in a \$200 cleaning fee.

Open fires, flames, BBQ or cooking grills (either charcoal or gas) are not allowed anywhere on the property.

Parking

We have allocated parking for one car per room directly in front of your room. If you are in one of the Terrace (upstairs) rooms, you should use one of the marked spaces next to the pool. Parking for additional vehicles, a trailer or truck can be arranged prior to arrival, subject to availability.

Special requests

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

Children and extra beds

Children stay free when using existing bedding. Baby cots/cribs are not available for hire.

Any additional adults/children are charged \$35 per night for extra beds. Extra beds are upon request and need to be confirmed with management.