

Terms & Conditions

DEPOSITS - A credit card will be request as a deposit and confirmation of the room booking. The Blue Gum Hotel may request full room prepayment. In the event of a cancellation or amendment, room payments are refundable, provided The Blue Gum Hotel receives sufficient cancellation notification (refer to Cancellation policy). Please note that a **valid credit card** must be presented upon arrival to the hotel. All guests must provide **valid photo ID** on arrival to match the name on the reservation.

REGISTRATION – On arrival a registration form will need to be completed with valid photo ID and credit card. If the registered guest does not have a credit card, we require full payment, valid photo ID and a cash bond of \$300 on arrival.

NO PARTY POLICY The Blue Gum Hotel has a strict NO PARTY POLICY The number of guests gathered in the rooms overnight (i.e. after 9pm) must not exceed the sleeping capacity of the room. Any persons exceeding this number will be considered trespassers. Noise must be kept to a minimum level at all times. If any noise complaints are received from the neighbouring residents you will be asked to leave the premises immediately. Your accommodation tariff will not be refunded. Your security deposit may not be refunded.

LOSS AND DAMAGE The registered guest will be held financially responsible for any loss or damage to property caused during his/her stay.

CANCELLATION- For confirmed bookings, a standard cancellation notice of 48 hours prior to arrival is required, in order to avoid a no show charge of one full night's tariff which will be charged to the credit card provided as the deposit for the room.