

The Criterion Hotel-Motel

Accommodation Terms & Conditions

1. A fully completed Guest Registration is required for each stay. Supply of incorrect information is deemed fraudulent and will be treated as such.
2. Each guest is required to present both a valid CREDIT CARD and PHOTOGRAPHIC IDENTIFICATION. Even where payment is to be made by or charged back to a third party.
3. Smoking and cooking are NOT ALLOWED in any of the accommodation areas of the Hotel-Motel as per relevant Government Legislation. Where evidence of smoking or cooking is detected, by way of smell or residue in the room, a cleaning fee will be charged. All call out fees incurred in relation to this condition will be passed on to the registered guest.
4. Persons under the age of 18 years are NOT PERMITTED on the premises unless accompanied, at all times, by a responsible guardian.
5. Any outstanding charges, damages or additional guests not paid for at check out, will be automatically charged to the credit card held on file. Degradation of Hotel-Motel property is deemed a criminal offence and will be treated as such.
6. Where a room is not maintained to a satisfactory condition or left in an unsatisfactory condition an extra cleaning charge will be applicable or reimbursement of costs to restore room to a satisfactory condition.
7. We reserve the right to refuse accommodation to any guest at our discretion. We also reserve the right to terminate guests' stay with us should we consider that necessary. Accommodation costs will still be payable by the guest in either case.
8. Cancellations must be received 48 hours prior to the day of arrival to avoid cancellation fees. Cancellations received after the notice period will incur a cancellation fee equivalent to the first nights' accommodation unless the room can be refilled. Non-cancellations will incur full accommodation charges for the period reserved being charged to the credit card given at time of booking.
9. Alterations to dates must be notified prior to 24 hours of arrival and /or departure. Changes received after the notice period may incur fees in accordance with The Criterion Hotel's Cancellation Policy. We will attempt to accommodate alterations to dates where we can, however, should you need to be moved to another suite resulting in an increase in cost that increase will be the guests' responsibility.
10. Please be advised that The Criterion Hotel-Motel does not allow pets or animals on the licenced premises.

Reserving accommodation and staying with us, is full acceptance of the above terms and conditions for all guests that stay with us.

With thanks, Management.