



The Great Southern Hotel - Website Terms & Conditions

The Great Southern Hotel Brisbane

Property Address	103 George St, Brisbane, QLD 4000
Property Phone	+61 7 3221 6044
Property Fax	+61 7 3221 7474
Email Reservations	reservations103g@greatsouthernhotel.com.au

The Great Southern Hotel Melbourne

Property Address	44 Spencer Street, Melbourne, VIC 3000
Property Phone	+61 3 9629 6991
Property Fax	+61 3 9614 7963
Email Reservations	reservations44s@greatsouthernhotel.com.au

The Great Southern Hotel Perth

Property Address	15 Robinson Avenue, Northbridge, WA 6003
Property Phone	+61 8 9328 0000
Property Fax	+61 8 9328 0100
Email Reservations	reservations15r@greatsouthernhotel.com.au

The Great Southern Hotel Sydney

Property Address	717 George Street, Sydney, NSW 2000
Toll Free in Australia	1800 288 488
Property Phone	+61 2 9289 4400
Property Fax	+61 2 9281 5118
Email Reservations	reservations@greatsouthernhotel.com.au

** Please read these terms and conditions carefully as these conditions incorporate the basis on which bookings for the Great Southern Hotel (GSH) are accepted. **



If booking via a website or your Travel Agent, please refer to their terms and conditions. The terms and conditions below are for bookings made via the GSH website directly.

IMPORTANT NOTE: Some conditions including payment/deposit / cancellation/ amendments may vary slightly depending on room type or rate plan selected – please refer to your booking confirmation.

ACCESSIBILITY

The GSH has several accessible rooms available – please confirm with hotel directly prior to arrival. There are wheelchair-friendly facilities available in the lobby and direct street access is available into the hotel.

ACCOMMODATION

Whilst care is taken to ensure that the description of facilities and services of The GSH is accurate, these are continually being changed, upgraded, and on occasion taken out of service. If any feature/facility is essential for the passenger in choosing a particular property, it is advisable that the guest checks directly with the property prior to booking. The GSH cannot be held liable for omissions or errors, whether temporary or permanent of a property's facilities and services.

Property room photos may not be specific to actual room allocated. Photos are indicative only.

Accommodation facilities listed may not apply to all room types.

Standard room sizes range from 12 to 20 square metres depending on the property – please refer to the website for further information on each property.

Due to the hotel locations, we do not have any scenic views from any of our rooms. We may on occasion be able to offer a street view but please speak directly to the property prior to booking.



ALLOTMENTS

Booking requests can be made either via email or phone but in either case Reservations Department will not be considered as confirmed until the Agent provides a booking/reference number to GSH and in return receives confirmation in writing with the GSH confirmation number.

If allotments have been given, block out dates may apply. Please refer to your individual allotment contract agreements or rate sheet, if applicable.

Properties from time to time may have bookings for exclusive use which will preclude the use of allotments. In this instance GSH reserves the right to require allotments back without any compensation.

GSH reserves the right to review any allotments, should the letting pool at a property in respect of a particular room type reduce by more than 10% at any time.

On a best endeavours' basis, an Agent with contracted allotments will regularly provide GSH with arrivals or manifest report covering check-ins for the next 30 days for each Property. The report will summarise booking information and must include Property name, dates of travel, guest name and numbers, room type and Agent booking reference. If regular manifest or arrivals reports are not regularly provided by the Agent, GSH will have the ability to request reports over expected high demand periods by giving the Agent at least 2 weeks written notice.

GSH may direct the Agent not to deal with or provide inventory to any customer (including sub-agent, reseller, tour operator or any other intermediary) in relation to Properties.

BABY COT/CRIB HIRE

A baby cot is available at an additional cost of AUD \$15.00 per night (subject to availability). Not available in all room types – please confirm with hotel directly prior to arrival.



BEDDING CONFIGURATION DEFINITION

Bedding configurations are supplied as a guide only, and actual configurations may vary from room to room. Bedding configuration is subject to change due to Refurbishments or other circumstances. The Property will not be responsible for any loss caused due to changes in bedding configuration.

*****Double Bedding Configuration:** Double room can either be a Double, Queen or a King Zip Bed (Run of House - Definition: Hotel will allocate bedding configuration whatever is available on that day either Double, Queen or Zip King Bed which are 2 single beds 'pushed together & zipped'). If you require a Queen Bed, please inform reception and we will try our best to room move you to another room the following day if there is available queen bed (no guarantee). Maximum 2 adults and 1 child allowed in this room type.

*****Twin Bedding Configuration:** is a Zip King Bed split into 2 single beds or 1 Queen and 1 Single. Maximum 2 adults and 1 child allowed in this room type.

*****Triple Bedding Configuration:** is a Zip King Bed split into 2 single beds and 1 rollaway bed. If you require a Queen Bed, please inform reception and we will try our best to room move you to another room the following day if there is available queen bed (no guarantee). Maximum 3 adults and 1 child allowed in this room type.

*****Quad Bedding Configuration (Family Room):** is strictly 1x Zip King Bed and 2 single beds OR 2 x Zip King Beds OR 4 x single beds. Please specify bedding requirements when making a booking. There is no Queen Bed in the Family Room category. Maximum 4 adults and 1 child allowed in this room type.

No refunds or any compensation given if not happy with bedding configuration.

BREAKFAST

Our Breakfast is available to guests and visitors. If breakfast is not included in your booking; you are required to pay the fee of breakfast at the Front Office, to gain access into the Restaurant. Breakfast is currently available 7:30 am to 10:00 am daily - please refer to your booking confirmation or contact the hotel directly prior to arrival.

BOOKING ARRANGEMENTS

The person affecting a booking shall be deemed to have accepted the booking terms and conditions on behalf of all persons named in the booking.



CANCELLATION POLICY

Notice of any cancellation of, or reduction in the daily number of reserved rooms must be provided in writing via email to the property directly (refer to property details on page 1). Cancellations over the phone will not be accepted.

The GSH is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled twenty-four hours (24 hours) local hotel time, prior to your arrival, to avoid a full room cancellation fee. If reservations are cancelled less than 24 hours before the arrival date, you may be charged a one (1) night full room cancellation fee. Cancellation conditions may vary; please check your reservation confirmation.

Early departures will incur a one-night accommodation fee in addition to any nights stayed.

CHECK IN

Check In time is 2:00 pm.

Early check-in is offered based on availability and will incur additional AUD \$30.00 prior to 2:00 pm (subject to room availability after 9:00 am).

For guaranteed arrival prior to 2:00 pm (pre-registration), a room must be reserved from the previous night and therefore incurs an additional night charge at the daily rate. This needs to be noted on the booking at time of reservation and prepayment is required. Please contact the hotel Front Office staff directly to make sure your reservation is completed correctly and a credit card authorization form prior to your arrival may be required.



CHECK OUT

Check out time is 10:00 am.

Do not forget to turn in your key or key card at the reception when you leave.

Late check out will incur additional AUD \$35.00 if guest does not check out on time for maximum of 3 hours, then the Day use Rate applies after the 3 hours (from 1:00 pm). Day use rate is at the discretion of the manager.

Failure to check out your room by removing your luggage will result in the hotel having the right to remove your luggage from the room for storage until your return (refer to lost property policy for further information). Please keep in mind the hotel is not liable for any lost or damages currently as you have past the agreed check out time....

CHANGES TO HOTEL POLICIES/ AMENDMENTS AND PROPERTY CHANGES

These terms & conditions are subject to change without notice.

If at any time a service, facility or rate change should occur, an email notification will be sent to the Guest/ Agent to advise of these changes. Guest/ Agents are responsible for promptly distributing and communicating this information within its own organisation, agents, and intermediaries as necessary. The Property will not be responsible for any loss caused by a change in services, facilities, or rates.

CHILD POLICY

Children/Infants 0 – 12 years of age may share existing bedding and not exceed the maximum room type occupancy.

In most cases, children's prices for accommodation featured in the brochure or website refer to children occupying the same room/unit with two adults and using existing bedding.

Note: The Budget/ Standard room can only accommodate maximum of 2 persons. Please refer to your booking confirmation or confirm with hotel directly prior to arrival.

CREDIT CARD FEE

A non-refundable credit card surcharge of 2% applies when paying with a credit card at the hotel or via our website. The hotel does not accept 'Tap and go' Visa payWave and MasterCard PayPass. There will be no surcharge when paying with EFTPOS (savings account by inserting the card).



CREDIT FACILITY

If credit is not set up for your company the Properties are not obliged to accept an Agent's voucher until the necessary paperwork has been actioned accordingly, or the booking has been pre-paid.

Credit applications for a credit account in Australia can be made by requesting an application form from GSH Reservations directly.

Where credit approval has not been granted by GSH, full prepayment for the booking will be required as set out below.

- (a) FIT Ad Hoc, FIT Series and FIT Business – Full payment is required 7 days prior to arrival at the property.
- (b) Group Ad Hoc and Group Series Business – Final payment for the balance of all accommodation, and confirmed meal requirements, is required 30 day prior to the Group's arrival.

Where Credit has not been granted by GSH, all bookings must be guaranteed via Credit Card and pre-paid prior to the guest's arrival.

If any part of the deposit or final payment is not received by the due date as set out above, GSH reserves the right to cancel the booking.

All Payment made with credit card will incur a % administration fee:

- 0% EFTPOS
- 2% AMEX, DINERS, JCB, MASTERCARD, UNION PAY & VISA

If Credit has been approved, payment from the operator within thirty days after the month of invoice to the hotel.

COMPLAINT

If the guest has a complaint about any aspect of GSH, the complaint should be reported immediately to GSH representative via the Front Office. Should any guest difficulty not be resolved as they occur, GSH will only consider complaints made in writing (submitted by the guest) with supporting documentation for a period of 14 days following the guest's departure.



DAMAGE AND/ OR THEFT OF HOTEL PROPERTY

You are liable for any damage caused (whether by the deliberant, negligence, or reckless act to the room (s), hotel's premises or property caused by you or any person in your party whether staying at the hotel during your stay. The GSH reserves the right to retain your credit card and/or debit card details as presented at registration and charge the credit /debit card in such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by The GSH because of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DOCUMENTATION

Travel documents will be available to view and print off the website or will be forwarded by post or email when full payment is received.

ENFORCEMENT/ EVICTION/ BARRING – ZERO TOLERANCE

All staff are trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by The GSH for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund and a barring notice will be issued (verbal or written). This guest will not be welcome back to any GSH property in future. The barred person will in addition to the room charge, a minimum AUD \$500.00 cleaning fee per room may be charged for infraction(s) of our Hotel Policy/House Rules. Examples may include but not limited to:

- Wanted by police.
- Arguing with staff.
- Failure to check out or extend by 10:00 am.
- Noise complaints.
- Smoking in the hotel/ covering smoke detectors.
- Trespassers.

EXTENTION

Please ensure if you require an extension of your booking that it is done so with Front Office staff by 10:00 am (subject to room availability).

Please inform the reception if you wish to retain your room beyond this time. The extension will be given depending on the availability. If the room is available, the normal tariff will be payable by 10:00 am. On failure of the guest to vacate the room on booking expiry the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

EXTRA PERSON / ROLLAWAY BED

A rollaway bed is available at an additional cost of AUD \$40.00 per night (subject to availability) for an additional person to be added to the room. Not available in all room types – please confirm with hotel directly prior to arrival.

FOOD & BEVERAGE

We do not serve Lunch or Dinner (Only Breakfast options are available from all properties and is served at additional price – refer to our website for further information).

FIRE ALARMS

Should the fire alarm be triggered in your room caused by any means associated with your stay, behaviour and/or activity any fees passed on to the hotel from the Fire Department will be payable and charged to the registered guest in the room. Fees more than AUD \$3000.00 per incident may apply and payment would be required immediately.

Strictly No Form of Smoke in Room



Action will be taken for failure to comply. Any form of Smoke or tampering with smoke detectors in your room will activate the Fire Alarm; therefore, please refrain from activities below whilst in room such as, but not limited to:

- No Smoking
- No Cooking
- No Burning
- No Steaming
- No Incense
- No Tampering with Smoke Detectors

When showering, please close bathroom door to avoid STEAM activating the fire alarm.

FORCE MAJEURE

GSH will not be in breach of this Agreement or any way liable, if it is prevented from complying with this Agreement by reason of act of God, act of public enemy, act or requirement of body corporate, order of any court or tribunal of competent jurisdiction, war, earthquake, riot, insurrection, fire, compliance with any law or government restraint order, rule regulations, strikes, lock outs or any other state wide or nationwide industrial dispute or stoppage provided that such acts are not caused by or reasonably within the control of GSH.



GROUP POLICIES

GROUP CANCELLATION POLICIES

Groups/ Ad Hoc and Series Business (7 room or more) - Cancellation Policy

Days Prior to arrival	Penalty
Less than 7 Days	Group Up to 7 rooms cancelled will be subject to a cancellation fee equal to total accommodation revenue (at the agreed rate).
Less than 14 Days	Group 8 – 14 rooms cancelled will be subject to a cancellation fee equal to total accommodation revenue (at the agreed rate).
Less than 21 Days	Group 15 – 25 rooms cancelled will be subject to a cancellation fee equal to total accommodation revenue (at the agreed rate).
Less than 28 Days	Group 26 + rooms cancelled will be subject to a cancellation fee equal to total accommodation revenue (at the agreed rate).

GROUP PAYMENT SCHEDULE POLICY

Days Prior to arrival	Full Payment
At Least 7 Days	Group Up to 7 rooms
At Least 14 Days	Group 8 - 14 rooms
At Least 21 Days	Group 15 - 25 rooms
At Least 28 Days	Group 26 + room

GROUP FOC POLICIES

Groups/ Ad Hoc & Series - Complimentary Room Policy

For every 10 rooms paid per group, the 11th room may be free of charge (room only) and the 22nd room is free of charge (room only) for the Tour Guide or Bus Driver, with a maximum of 2 free rooms per group (use of single room type only – must be occupied by tour guide/ bus driver only).

Maximum of 2 FOC rooms per day regardless of number of groups booked on that particular day (this is subject to available rates only).

GROUP ROOMING LIST POLICIES

A preliminary rooming list is to be submitted 30 days prior to the group's arrival. A final rooming list, together with meal requests (if applicable) is to be submitted by the group cancellation policies.

GROUP PORTERAGE POLICIES

Unfortunately, GSH does not provide Porterage service. But luggage storage is available.

BOND POLICY

All school or sporting groups must pay a bond to be held by Property management to cover potential damage to the Property and any excess cleaning costs. The bond can be in the form of credit card pre-authorisation or cash deposit and will be released between 7 to 10 working days after the group's departure provided no expenses have been incurred by the Property which the Property is entitled to recover from the bond. If a claim is to be made after the group's departure, photographic evidence will be provided by the Property with a full detailed report.



GUARANTEED RESERVATIONS

All reservations must be guaranteed with a valid credit card. Guests must be 18 years and older. We accept Visa, Master Card, American Express. We are allowed to charge your credit card at the time you make your reservations. Your credit card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation.

GUEST REGISTRATION WHEN BOOKING

We require valid contact information from the guest when making the reservations including first and last name, address, phone number and email address. The names of all guests occupying the room must be registered otherwise they may not be able to enter the room prior to the main guest check in.

GST

Goods and services tax (GST) is a tax of 10% on most goods, services and other items sold or consumed in Australia.

With the exception of the rates set out in the booking, any other amount payable under this Agreement does not include any amount for GST.

If a supply under this Agreement is subject to GST, then the recipient must pay to the supplier an additional amount equal to the Amount of Consideration multiplied by the applicable GST rate.

The additional amount is payable at the same time as the consideration for the supply is payable or is to be provided. However, the additional amount need not be paid until the supplier gives the recipient a Tax Invoice.

If the additional amount differs from the amount of GST payable by the supplier, the parties must adjust the additional amount.

If a party is entitled to be reimbursed or indemnified under this Agreement, the amount to be reimbursed or indemnified does not include any amount for GST for which the party is entitled to an Input Tax Credit.

For the purposes of this Agreement:

- (a) "Amount of Consideration" means:
 - (i) the amount of any payment in connection with a supply;
 - (ii) in relation to non-monetary consideration in connection with a supply, the GST Exclusive Market Value of that consideration as reasonably determined by the supplier.
- (b) "Tax Invoice" has the meaning it has in the GST Act.
- (c) "Input Tax Credit" has the meaning it has in the GST Act.
- (d) "GST Act" means the A New tax System (Goods and Services Tax) Act 1999 (Commonwealth).
- (e) "GST" has the meaning it has in the GST Act.
- (f) "GST Exclusive Market Value" has the meaning it has in the GST Act.



HOTEL REFURBISHMENT

GSH constantly seeks to improve and expand the facilities offered within the property. The guest acknowledges that the Property may from time to time if necessary or reasonably required by GSH or the owner ("Owner") refurbish, refit, renovate and/or redecorate the Property to a standard to GSH's or the Owner's satisfaction ("Refurbishment"). Except where the Property acts as a reasonable response to an emergency situation or in compliance with any duty imposed by or under any law, the Property will use reasonable endeavours to inform the Guest/ Agent in writing of the nature and timing of the Refurbishment. The Guest/ Agent agrees that neither the Property, GSH nor the Owner will be liable to compensate the Guest/ Agent if the Refurbishment causes disruption to or has an adverse effect on the Guest/ Agent or its customers. In deciding to commence, engage in or continue improvement works, GSH will always keep the guest experience as its primary consideration.

Please refer to our website for any major refurbishment projects taking place at GSH. If refurbishments are in place there may be varied noise levels between the hours of 7:00 am and 6.00 pm daily. Some noise levels may be loud or repetitive at times. We apologize for any inconvenience it may cause and your understanding and support during the renovation period is much appreciated.

HOUSEKEEPING/ ROOM INSPECTION

Housekeeping is provided daily between the hours of 8:00 am – 3:00 pm. Housekeeping may start as early as 6:00 am and finish as late as 8:00 pm during high season.

Rooms are cleaned and inspected daily (depending on your booking – refer to your booking confirmation. If you have booked a "No Housekeeping" room type), and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odour. Housekeeping and Front Office staff are trained and skilled in identifying the odours from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

LONG STAY: Please note for guests that have been in the same room for 14+ days an inspection will be required by housekeeping to ensure the cleanliness of the room is maintained throughout your stay. Also, guests that have been in the same room for 30+ days we will be asking you to relocate to another room so we can do preventative maintenance (which may include Spring cleaning, carpet cleaning and pest control). Please be aware failure to allow access to the room or any damage to the room will result in eviction.

If you make a booking for a "NO HOUSEKEEPING SERVICE" during your entire stay for a cheaper rate (note: Housekeeping will not visit your room. AUD \$10.00 per day additional cost for cleaning room if requested). Fresh towels & amenities are available via reception 24 hours a day. This applies to minimum 2 nights stay bookings only (not applicable for 1 night stay). Used towels, crockery & debris bags can be left outside the room for collection between 9:00 am – 2:00 pm.

The hotel has a pest control program in place, but if you feel there is an unnecessary number of bugs in your room, please bring this to our Front Office staff attention so we can investigate further.



INNKEEPERS ACT 1968

From 1 July 2019, the Innkeepers Act 1968 is repealed, with relevant provisions transferred to the Fair-Trading Act 2012.

Part 5.2 of the Australian Consumer Law and Fair-Trading Act 2012 may make an accommodation provider liable to make good the loss of a guest's property in certain circumstances even though the loss is not caused by the fault of the accommodation provider, or the provider's agent.

The liability of the accommodation provider under the Act— hotel discretion:

- applies only to a guest of the accommodation provider.
- applies only for the period for which the guest is provided accommodation.
- is limited for each room provided for the use of the guest on the day, unless the guest's property was placed in a safekeeping service.
- is limited for each room in respect of a guest's property that was placed in a safekeeping service (excluding a safe in a room).
- does not cover motor vehicles and property owned by the guest left in or on a motor vehicle.

Please refer to the relevant law for the state that the property is in as the value may change depending on state.

INTERNET

Complimentary Wi-fi internet is available across all properties. Additional charge available for high-speed Wi-fi.



KIOSK CHECK-IN AND CHECK-OUT PROCEDURES FOR GSH GROUP OF HOTELS

Kiosk Check-In Procedure

1. Welcome Screen:
 - Upon approaching the kiosk, the guest is greeted with a welcome screen displaying the hotel's logo and a warm greeting message.
2. Reservation Lookup:
 - Guests are prompted to enter their reservation details. They can search by entering their reservation number, last name, or their booking confirmation email.
 - The kiosk will then retrieve the guest's reservation details from the hotel's property management system (PMS).
3. Verification of Details:
 - The reservation details, including guest name, room type, and dates of stay, are displayed on the screen.
 - Guests are asked to verify the accuracy of these details and proceed by tapping the "Confirm" button.
4. ID Verification and Payment:
 - Guests are prompted to scan their photo ID (passport, driver's license, etc.) using the kiosk's scanner. The system will validate the ID against the reservation information.
 - Guests are also prompted to insert their credit/debit card for pre-authorization of any security deposit or outstanding payment. The kiosk will have a secure card reader for this purpose.
5. Additional Services:
 - Guests can choose to add any additional services (e.g., breakfast, parking) during the check-in process. These additional charges will be added to their bill.
 - A screen detailing available upgrades (e.g., room upgrades, amenities packages) should be presented, allowing guests to select and purchase these options.
6. Room Assignment:
 - Once all details are confirmed, the system will assign a room to the guest. The room number will be displayed on the screen.
 - If a room is not yet ready, the kiosk will notify the guest to get assistance from the front desk.
7. Key Issuance:
 - The kiosk will dispense room key cards. If the kiosk uses a mobile key system, guests will be guided on how to download and use the hotel's app to access their room.
8. Confirmation:
 - Guests are thanked for choosing the GSH Group.
 - Please see Front Office staff if you require a receipt.



Kiosk Check-Out Procedure

1. Initiate Check-Out:
 - Guests access the check-out feature by entering their room number and last name or scanning the QR code on their key card or digital key via the kiosk interface.
 - The kiosk system retrieves the guest's stay details from the PMS.
2. Review Charges:
 - All charges incurred during the stay (room rate, taxes, additional services, charges, etc.) are displayed for the guest to review.
 - Guests can view a detailed breakdown of their bill on the screen or request a copy from the front desk.
3. Dispute Resolution:
 - The kiosk will provide information on how to contact the front desk or guest services manager for further assistance.
4. Final Payment:
 - Guests are prompted to confirm the final bill and proceed with payment. The kiosk will process the final payment using the credit/debit card on file or a new card inserted into the reader.
5. Feedback Collection:
 - The kiosk may display a brief survey or feedback form for the guest to complete, offering insights into their stay experience.
6. Key Return:
 - Guests are instructed to return their key cards by inserting them into the key card return slot on the kiosk.
 - For digital keys, the app will guide the guest on how to deactivate their mobile room access.
7. Receipt and Confirmation:
 - A final receipt summarizing all charges and payments is available where the Guests can choose to have it emailed to them.
 - The kiosk confirms the completion of the check-out process and thanks the guest for staying with the GSHP Group of Hotels.

By implementing this comprehensive kiosk check-in and check-out procedure, the GSHP Group of Hotels aims to enhance guest convenience, reduce wait times, and streamline front desk operations while maintaining a high level of service and guest satisfaction.

LIABILITY

GSH will not be liable for any loss of any kind whatsoever suffered by the Guest/ Agent or a client of a property arising from any breach by GSH of a term or condition of this Agreement, or from any act of negligence, misrepresentation or other act or omission on the part of GSH or its employees or agents. The Guest/ Agent is liable for all statements and representations made by the Guest/ Agent.



LOST PROPERTY

Lost property found on the premises is logged and kept in a secure location for a period of one (1) months/ thirty (30) days. Thereafter items are either disposed of or donated to charity. The Hotel accepts no responsibility for contacting individuals in relation to lost property. Perishable items retrieved from rooms after check out are disposed of immediately.

Claimed items can be collected from the hotel with valid identification or alternatively the hotel can arrange postage on behalf of the guest at their expense (postage and service fees apply – starting from AUD \$30.00). The hotel uses the service offered by Australia Post. The hotel accepts no responsibility for items sent via post once the item has been delivered to the local post office.

*** Please keep in mind that the hotel is not responsible for items left behind. Guests should ensure they pack their belongings on departure to ensure no items are missing.*

LUGGAGE STORAGE

Luggage storage is available upon check in or check out for same day only. If longer storage is required, please discuss this directly with Front Office staff.

NO SHOW POLICY

Where the hotel is holding a reservation and the guest fails to arrive by 12.00 midnight, the guest will be classified as a 'no show'. 'No shows' will be charged a cancellation fee equal to 1st booked night only. Reservations will be held until 11:00 am. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be processed and the balance of your reservations will be cancelled.

NOISE

For the comfort of all our guests, we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. We request that any visitors leave all rooms by 9:00 pm each evening.

Quiet hours in the hotel are from 9:00 pm to 9:00 am. If you become aware of a disruptive guest, please contact Front Office staff immediately by room phone or in person. Televisions, voices, or other devices must be always kept at a respectful low level. Doors should be opened and closed quietly. No congregating or running in halls. Please also extend this courtesy to our neighbours when entering and exiting the building or car park. Please be aware any violence towards other guests or staff will not be tolerated; this may result in an eviction without refund and police may be notified.



OVERBOOKING

Every attempt will be made to prevent over-booking of Properties. However, if over-booking occurs and a FIT or Group must be relocated to another Property, the guest will be assigned accommodation of similar standard.

The Guest/ Agent must immediately advise GSH in writing as soon as it becomes aware of any risk or potential risk of a consumer bringing a claim, demand, or litigation in respect of action taken due to over-booking.

PARKING

Please note that there is very limited covered parking (subject to availability, with a height restriction of 1.8 metres). Reservations are not possible. Vehicles are parked at the owner's risk and the hotel assumes no responsibility or liability for any damage to vehicles or items stolen from vehicles. The carpark charge is valid until 10:00 am (check out time). Hourly casual rates apply as an addition if the vehicle has not vacated after 10:00 am (checkout time). ** Please check parking cost with property directly (maximum AUD \$50.00 per night). **

PARKING CONDITIONS

- Limited Parking Spot – first in best dressed policy (cannot pre book parking spots).
- Overnight Car Park rates apply. Please check with reception of daily rates.
- Maximum Height restriction of 1.8 metres for any vehicle.
- Vehicles are parked at the sole risk of the owner.
- No liability for any damage or theft will be accepted by or on behalf of The GSH its owners, contractors, agents, or employees.
- The GSH reserves the right to remove vehicles parked contrary to this notice.
- Once you commit to number of days of parking is required, no refunds will be given.
- Full car payment is required upon check-in.
- To proceed past this point is acceptance of the above conditions.

PAYMENT POLICY

Full payment is made at the point of reservation with the credit card that is supplied. A confirmation email will be sent to the nominated email address and receipts can be obtained from reception on check out.

PET POLICY

The Hotel does not permit animals on premises at any time, except for registered guide, hearing, or service assistance dogs. These Dogs are required to be harnessed in public areas. Please advise ahead of time if you will be travelling with a guide, hearing, or service assistance dog. Should animals be found in rooms or on the premises, guests may be evicted without a refund.



PHOTOGRAPHS AND DESCRIPTIONS

Whilst care is taken to ensure that the photos and description of our facilities and services is accurate, these are continually being changed, upgraded, and on occasion, removed from service. If any feature or facility is essential to you in choosing a particular property, we highly recommend speaking to one of our reservation specialists, who will assist your decision-making process and if that feature or facility will be available during your stay. Descriptions are based on information available at the time of publishing and may vary or change at any time. Maps and location photographs are shown for general information only and highlight places in surrounding areas. Actual rooms occupied may vary in decor and inclusions from those shown in photographs.

PROMO RATES NOT APPLICABLE IF HOTEL IS ON HIGH OCCUPANCY

Hotel reserves the right to not accept Inbound Rates during high occupancy, however BAR Rates will be applicable, subject to availability.

PUBLIC HOLIDAYS ONLY - HOUSEKEEPING SUPER LIGHT SERVICE

Only on Public Holidays, Housekeeping Super Light Service Applies. Letter will be sent to the guest the night before explaining the guest to call reception no later than 10:00 am the next day to advise if they desire to have Super Light Service → make up the bed, empty rubbish bins, clean and wipe toilet/bathroom and replace amenities as well clean.

If guest does not call within time frame, the room will not be serviced, and guest can collect towels and amenities from reception. Please inform your guests.

You can view Public Holidays in Australia by clicking on this link and selecting the State in Australia <http://australia.gov.au/topics/australian-facts-and-figures/public-holidays>



RATES POLICY

All rates for Australian Properties are quoted in Australian dollars, nett and non-commissionable. Goods and Services Tax (GST) Inclusive.

Rates quoted on this website are in the hotels local currency and are subject to change at any time without notice, by reason of any changes in, or imposition of government charges, taxes or levies and will be the responsibility of the purchaser and charged accordingly.

GSH do not include transport from your home port to holiday destination and return, items of a personal nature, meals (unless specified), transfers and existing or proposed taxes and government charges, unless otherwise indicated. (For Resorts and Retreats that do include meals and transport please visit the website for more details).

Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.

Minimum length of stay restrictions may apply to certain rates during special event periods.

Distribution of Rates on the Internet

Rates cannot be sold by the Guest/ Agent direct to a consumer via the Internet, or by any other internet channels, whether directly or indirectly through owned, affiliated, or subsidiary companies, without prior written approval from GSH (to be given or withheld in GSH's absolute discretion). If permission is granted by GSH under this term, a minimum of 50% mark-up is required to be made to the Rates.



RESPONSIBILITY

The GSH can sometimes include third party products in special packages. As an agent on behalf of this product or service The GSH shall not be liable under any circumstances for any failure by those service providers to fulfill such travel arrangements nor for any error, alteration or change of any kind made by those service providers following the acceptance of the booking by them. All coupons, vouchers, receipts, and tickets are issued subject to the terms and conditions specified by those service providers.

The GSH both for itself and on behalf of their employees or agents do not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statement made by their service providers in terms of travel arrangements. By utilizing the travel services provided by the GSH, you agree that The GSH shall not be liable for the wilful or negligent acts and/or omissions of such carriers and/or service providers. The GSH will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.

Please note that all travel documents, observance of laws and regulations of various Governments are your responsibility.

Every effort is made to ensure that information displayed on this website is correct. Information and rates on The GSH websites are subject to change without notice.

Reservations Dept: +61 2 9060 1410

Brisbane: reservations103g@greatsouthernhotel.com.au

Melbourne: reservations44s@greatsouthernhotel.com.au

Perth: reservations15r@greatsouthernhotel.com.au

Sydney: reservations@greatsouthernhotel.com.au

RIGHT TO TERMINATE

If either the Guest / Agent or GSH fails or neglects to perform or observe the covenants it is required to perform or observe under this Agreement ("the defaulting party") and such failure continues for a period of 7 days after service of a notice from the other party ("the non-defaulting party") calling upon the defaulting party to remedy the failure, then the non-defaulting party can terminate this Agreement without prejudice to any rights of the parties arising prior to such termination and any rights of action or remedies of the non-defaulting party in respect of the breach, non-performance or non-observance of a covenant or term of this Agreement.



ROOM ALLOCATION

In the unlikely event of a situation whereby The GSH cannot provide accommodation as previously confirmed, for whatever reason, The GSH will undertake to relocate clients into an alternative hotel of equal grading at no expense to the client. Should there not be a hotel of equal or better grading in the vicinity of the original booking, it may be required to provide clients with a hotel of a lesser grading.

SAFE

For your money, securities, and other valuables there is a safe at your disposal in your room. Instructions are on the safe itself. The hotel is not liable in case of theft or loss.

SHARPS WASTE

All sharps' users must do the right thing when disposing of their used sharps. The inappropriate disposal of sharps, including needles, syringes, and lancets, represents a health risk to the whole community.

If you use sharps for self-administered medical care or non-medical use, you should always place your used sharps in an approved personal sharps waste container, or a sharps waste container provided as part of a commercial or community service.

SILENT BOOKINGS

Silent bookings, also referred to as "incognito bookings", are not accepted. Valid photo identification is required upon arrival and our hotel system must be able to correctly reference all guests within our hotels. Guest information is kept secure for post stay auditing purposes and may be provided upon legal demand from the authorities. If you wish to stay under a false name or require your details to be erased from our system after your stay, we regret that this request cannot be actioned and understand that you may choose alternate accommodation where your request can be met.

SMOKING

All rooms are smoke free (NO SMOKING OR COOKING OR ANY FORM OF SMOKE. Including vapes. Penalty applies). No smoking, open fires, cooking or candles are to be used in the hotel. People cannot smoke or use e-cigarettes in smoke-free areas under the Smoke-free Environment Act 2000.

SPECIAL REQUESTS

We will make every effort to honour special requests such as a specific floor or room number, roll-away beds, refrigerator/microwaves, etc. upon your arrival. All special requests are noted on reservations, and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.



TRADING TERMS

If the Guest/ Agent does not comply with the terms of this Agreement, GSH reserves the right to review the Guest/ Agent current and/or forward bookings.

Any Guest/ Agent who makes a reservation booking will be responsible for any cancellation fees payable to the Property or GSH in respect of that booking.

This Agreement supersedes any previous contracts and or arrangements between the Guest/ Agent and GSH.

TRAVEL INSURANCE

We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the following cover: Loss of deposit through cancellation; loss or damage to personal baggage and loss of money and medical expenses.

NOT INCLUDED IN PRICE OF HOLIDAY

- Airport taxes, costs of a personal nature e.g. laundry, taxis, telephone calls, room service.
- Meals and transport are not included in the rates.

VISITORS

All visitors must be registered at reception while on hotel premises. Failure to register could result in eviction and police may be called. As the registered room occupant, you are responsible and accountable for any visitors or unregistered guests you bring to the hotel or allow in your room. A maximum of 2 visitors per room are permitted on site at any time and only between the hours of 9:00 am and 9:00 pm. Only the registered room occupants are permitted in hotel rooms and on site from 9:00 pm to 9:00 am.

UNACCOMPANIED MINORS

All clients under the age of 18 must be accompanied by a parent/guardian or an individual over the age of 18, the property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID if requested on check-in.

ZERO TOLERANCE

Our staff are here to help you - swearing, shouting or acts of violence will not be accepted by GSH, any such behaviour may lead to denial of service and the police will be called. There is no excuse for abuse!



The Great Southern Hotel - Inbound Terms & Conditions

CONFIDENTIALITY

The Guest/ Agent confirms and agrees that this Agreement is strictly confidential between the Guest/ Agent and GSH. An Agent shall not in any circumstance disclose or permit to be disclosed the terms of this Agreement including the Rates to any other person.

Each party agrees not to disclose business information provided by the other party that is not publicly available except:

- (a) to officers and employees legal and other advisors and auditors of any party; or
- (b) to any person in connection with an exercise of rights or a dealing with rights or obligations under this Agreement; or
- (c) to any party to this Agreement or any related body corporate (as defined in the Corporations Act 2001) of any party to this Agreement, provided the recipient agrees to act consistently with this clause; or
- (d) with the consent of the party who provided the information (such consent not to be unreasonably withheld); or
- (e) As required by any law or stock exchange.

If the Agent receives confidential information of GSH under this Agreement, it must:

- (a) not use that information except for the purpose of performing its obligations under this Agreement; and
- (b) On request of GSH, immediately return all documents or other materials in its possession which contain or refer to that confidential information.

ACOSTAY INTELLECTUAL PROPERTY & PUBLICITY

The Agent acknowledges that GSH is a licensee of the property. ("Trade Marks"), copyright in photographs and content which depict or describe each Property ("Copyright") and other intellectual property rights including confidential information, trade secrets and proprietary information (together, the Trade Marks, Copyright and other intellectual property is referred to below as "Intellectual Property").

If the Agent wishes to use any Intellectual Property in any way in connection with this Agreement, it must seek GSH's prior consent by providing GSH with details of the Intellectual Property and proposed use. GSH may consent to or refuse the request in its absolute discretion and may only provide its consent on certain conditions which must be met by the Agent.

If GSH agrees to allow the Agent to use any of its Intellectual Property, such use will be for the sole purpose of promoting and marketing the booking of rooms at the Properties. Further, the terms of the use will be a royalty-free, non-exclusive, non-transferable right to use only identified Intellectual Property, PROVIDED ALWAYS that all of the rights in same shall remain the property of GSH and will terminate upon termination of this Agreement or if GSH gives a notice of termination or partial termination of the consent given by GSH. If GSH agrees to the Agent using the Intellectual Property:



- (a) the materials in which the Agent uses the Intellectual Property must be of a high quality and comply with all laws;
- (b) If required by GSH, the Agent must reference GSH's rights in the Intellectual Property on any materials.

The Agent acknowledges that it has paid no consideration for the use of the Intellectual Property and nothing in this Agreement gives the Agent any ownership or other interest in them. The Agent will not at any time challenge the validity of the ownership of Intellectual Property rights, or assert or claim any interest in, or do anything that may adversely affect the validity or enforceability of those Intellectual Property rights.

The Agent agrees not to apply, anywhere in the world, for registration of any Trade Mark, domain name, company name, business name or other name that is identical or similar to the Trade Marks. The Agent must not bid on or lodge the Trade Marks (or any similar term) as key word, tags or Ad Words with any search engine or use the Trade Marks (or any similar term) as meta-tags in Internet pages.

If GSH allows an Agent to use TradeMarks, the Agent:

- (a) must only use the Trade Marks in the way in which they appear in the attached schedule or as otherwise advised by GSH, and if requested by GSH must ensure that the correct trade mark symbol is used when the Trade Mark is registered; and
- (b) acknowledges the benefit of all goodwill in the Trade Marks ensures solely to GSH; and
- (c) must not do anything in relation to the Trade Marks which adversely affects the distinctiveness of or value in the Trade Marks.

Any license granted by GSH to an Agent may be terminated by GSH without cause at any time. Upon termination of the license or this Agreement, the Agent's right to use the Intellectual Property is terminated. The Agent must immediately cease using the Intellectual Property, and if required by GSH, destroy, or send to GSH any promotional material or other document bearing the Intellectual Property.

When a Property is included in an Overseas Wholesaler's brochure, a copy of the brochure must be provided to Sales at GSH Head Office at least 14 days prior to printing, for approval by GSH. If this process is not followed by the Agent, all responsibility for incorrect information is that of the Overseas Wholesaler and GSH will not be liable for any loss or damage caused directly or indirectly by the publication. Any brochure containing GSH Intellectual Property (with GSH's consent), should be of a high standard in relation to style, appearance and quality so as to protect and enhance GSH's reputation and the goodwill associated with GSH Intellectual Property.

GSH also reserves the right to withhold any agreed brochure contribution payments to the Agent if incorrect or misleading information is published, including GSH images or Intellectual Property being printed without consent or sign-off from GSH.



Governing Law and Jurisdiction

This Agreement is governed by the laws in force in AUSTRALIA and the parties irrevocably and unconditionally submit to the non-exclusive jurisdiction of the courts of the state the guest is staying in (e.g. booking is for GSH Sydney, then it's the law of New South Wales). Without preventing any other method of service, any document in a court action may be served on a party by being delivered to or left at that party's address for service of notices.

Further Assurances

Each party undertakes, at the request of the other to sign, execute and complete all such further documents and assurances (if any) as may be reasonably necessary under this Agreement.

Notices

- (a) Any notice, approval, consent, or other communication given or made to a party under this Agreement must be in writing, signed by an authorised officer of the sender and marked for the attention as set out or referred to in this Agreement, or if the recipient has notified otherwise, then marked for attention in the way last notified.
- (b) Notices must be:
 - (i) left at the address set out in this Agreement.
 - (ii) sent by prepaid post (airmail if appropriate) to the address set out in this Agreement.
 - (iii) sent by fax to the fax number set out in this Agreement; or
 - (iv) given in any other way permitted by law.
- (c) Notices take effect from the time they are received unless a later time is specified in them.
- (d) If notices are sent by post, they are taken to be received three business days after posting (or seven business days after posting if sent to or from a place outside Australia).
- (e) If notices are sent by fax, they are taken to be received at the time shown in the transmission report as the time that the whole fax was sent.
- (f) If the notices are received after 5:00 pm in the place of receipt or on a non-business day, they are taken to be received at 9:00 am on the next business day.

Counterparts

This Agreement may consist of any number of copies each signed by one or more parties to the Agreement. If so, all signed copies are treated as making up the one document and the date on which the last counterpart is executed will be the date of this Agreement.