

POLICIES

Office Hours

Our Reception hours are 7am – 8.30pm Monday – Friday; 8am – 8pm Saturdays, Sundays and Public Holidays.

Check In

Check in is available between 2pm on the day of arrival and check out time is by 10.00am on the day of departure.

An earlier check in time of midday may be available upon request on booking.

A later check out may be available if requested upon check in and a fee may apply.

Smoking

All units are non smoking. If you wish to smoke, please do so outside, away from doorways and windows. Consideration to fellow guests must be given at all times. Clearing the unit of cigarette odours is almost impossible in the time available between guests departing and new guests arriving and the extra laundry and carpet cleaning required will result in an extra days' tariff being charged to the departing guest's credit card.

Payment, Accounts and Cancellation

A valid credit card and expiry date is required for all bookings. No charge will be made against the credit card until the guest checks in, unless the guest fails to arrive for the accommodation booked. Payment upon check in is preferred. Accounts will only be issued to Business's that have registered their details prior to guests' arrival.

Payment on check in is preferred, by either credit card or cash, cheques are not accepted. We accept Visa, MasterCard or Amex.

Cancellations up to 24 hrs before the booked date do not incur a fee. Cancellations after this time will result in 1 nights' accommodation being charged to the credit card given as security at the time of the booking if we are unable to re-let the unit.

Tariffs

- Seasonal rates and minimum booking periods may apply.
- Disclosure of Golden Chain membership, Road Service membership or holder of Seniors card must be made at time of booking to receive the associated tariff fee and the appropriate card must be presented at check in.

Visitors

The registered guest is responsible for all members of their party or guests while on the Motel

property. No visitors are allowed in the units after 9.30pm. Any damage to the room or Motel property will be charged to the credit card given as security at the time of booking or check in, plus a charge for any resultant loss of income if applicable.

Animals / Pets

As much as we love them, we do not allow animals / pets at Acacia Motel apart from Guide Dogs.

Swimming Pool and BBQ Area

The swimming pool operates during the summer months, weather permitting. To allow for pool cleaning and maintenance to be carried out, Pool Hours are generally 10am-9pm daily.

In accordance with NSW Department of Health and Regulations, all children who are not toilet trained are required to wear tight fitting swim nappies in the water to avoid leakage accidents, resulting in pool closure, from occurring. All children MUST be showered before entering the pool. Nappies are not to be changed pool side.

Faecal leakage can lead to Cryptosporidiosis contamination of the pool. No Glass, No Smoking permitted in Pool / BBQ area. All pool signage must be obeyed.

BBQ utensils and Gas Bottle are available from Reception.