

The Captains Motel

Policies

20 February 2024

Check In / Check Out

Check in is between 2pm and 7pm, if you are arriving later, please contact us to make a suitable arrangement. Check out is by 10am.

Cancellations and No Shows

If a cancellation is made more than 48 hours prior to the earliest check in time, there will be no charge.

If a cancellation is received less than 48 hours prior to the earliest check in time or if you fail to arrive, then the full charge will be incurred.

Early Departure

If you depart early the full cost of the booking will be charged.

Refunds

Refunds will only be made to the credit / debit card originally used to book.

Smoking

Smoking and vaping are only permitted in designated areas.

Car Parking

Parking on this site is at your own risk.

Children

Children under the age of two may stay free of charge.

Children under the age of 14 years must be supervised.

Damage, Theft and Soiling

Any damage to property or theft of property will result in an extra charge for repair or replacement.

If the room is left in an unreasonable state resulting in additional cleaning this additional cost will be charged.

Booking

To secure a booking you must be 18 years or older and an active credit card number must be provided.

Payment

The Captains Motel accepts Visa, Mastercard, EFTPOS and cash.

American Express is accepted with a 3.5% extra charge.

Visitors

Visitors are welcome. Numbers should be limited so as not to disturb or encroach on other guests.

Visitors must leave quietly before 10pm.

The registered guest is responsible for the behaviour of all people associated with the booked room(s).

Pool

Children under 14 years of age must be supervised.

Food and drink may be consumed within the pool area but is not to be consumed whilst in or near the pool itself.

All rubbish to be placed in the bin provided.

Noise

The Captains Motel is a family friendly motel and we ask that you avoid excessive noise or making a disturbance that impacts on the peace and enjoyment of other guests.

Privacy

The Captains Motel recognises its responsibility to keep confidential data and details that are collected and stored in the process of providing an accommodation service.

We do not support the downloading and viewing of offensive or copyright material using the free internet service provided.

In the event that any laws have been broken we will cooperate fully with any investigating authority.