

Hotel Policies

Our desire is for you to have the absolute best experience of the Warrumbungle's and the local observatories as well as our accommodations, dining and other services. To assist us in delivering you that experience we have developed the following policies and guidelines which we respectfully request that you adhere to before, during and after your stay.



Arrival and Departure

- Check-in time is from 2.00 pm
- Check-out time is prior to 10.00 am

Early check-in or late check-out is available, and rates are available on request. Although our team members are available 24 hours a day, we would appreciate your advising us if you expect to arrive after 8.00 pm.

Children

Child or Children aged between 2 years and 11 years; "Infant" means a person under the age of 2 years.

Children and Infants may not stay in any room without an Adult.

Persons aged over 12 years will be charged Extra Person rates for each person.

All room rates are based on two adults. Extra person charges will apply.

Children and Infants sharing a room with their parents or guardians may do so free of charge if using existing beds and linen and not exceeding the maximum occupancy for the given room type.

- Additional fee AUD \$ 15.00 per night each will apply if sofa bed/ rollaway and linen (including baby crib -where & when available) are required for the children.

Accepted Payment Methods

We accept MasterCard, Visa, Diners Club and American Express as well as cash and travellers' cheques. Please note that a \$20 postage fee applies and a credit card surcharge of 1.5% for Mastercard, Visa, American Express and a surcharge of 2.25% for JCB, Union Pay and Diners



Reservations Guarantee

To guarantee your reservation you will be asked for your credit card details.

Cancellations

Should you need to cancel your reservation we ask that you advise us at least 48 hours prior to your arrival date. Cancellations within this period will incur a fee equal to the total accommodation charge which will be applied to your credit card.

Non-arrival

Should you fail to arrive on the scheduled day of your reservation, your room will be held until the following day in case you have been unforeseeably delayed and are unable to contact us. Should you not arrive the next day your reservation will be cancelled and the total accommodation charge which will be applied to your credit card. After check-in, should you shorten your stay, full payment will be forfeited.

Rates and Minimum Length of Stay Requirements

Our rates vary by room type, availability, day of the week and season; weekends are always in high demand. During periods of high demand or major events and for certain packages we may apply a requirement for a Minimum length of stay. You will be advised of this at the time of your reservation.

Local Taxes

All guest expenses are subject to Goods & Services Tax of 10.0% which is included in any room or ancillary prices quoted.

Gratuities and Service Charges

Tips and gratuities to our team members are at our guest's discretion and we do not apply any compulsory service charges.

Small Pets and Animals

Pet friendly accommodation is available on request. Additional cleaning charges will apply. Credit card details are required for all pet bookings. All pet rooms have pet towels and bowls for your pet's use. A dedicated pet exercise area is on site. Please phone to book or to find additional information



Restaurant

The dining room is available to groups and for events. Bookings are essential as it is not normally open on a day to day basis.

Kitchen

Meals are available to all rooms between 5.30 -8 pm. All meals are to be ordered and paid for at reception. Menus are available at reception.

Breakfasts

Continental breakfast is available to all rooms.

Menus are available at front office and must be returned and paid for by 5.30pm.

Breakfasts are delivered to your room on the previous evening

Drinks

As MFMI is a licenced venue, alcoholic along with soda drinks are available at reception.

Swimming Pool

The swimming pool is available for all house guests and is open until 10pm.

Pets are not allowed in the pool area.



Noise

Please show respect for other guests staying at the motel and keep noise at a minimum. We reserve the right to enforce this policy and ask all offending to comply or find alternative accommodation.



No Visitors

As we have many guests who are short stay, we must include a 'No Visitors" policy. Our guests appreciate it when we keep noise to a minimum especially those who drive at night and sleep through the day. Motel facilities are for the exclusive use of guests only.

COVID 19

During these difficult and unprecedented times, we strive to remain a welcoming place of rest, and our number one priority continues to be the health and safety of our guests and team members. As the impact of the COVID 19 evolves, we continue to follow the guidelines set by the NSW health department along with state and federal government bodies. Extra cleaning regimes etc have been introduced along with additional training for staff in compliance as a COVID Safe Business.

Communications and Privacy

If you contact us by email, fax, and standard mail or through this website you agree to allow us to contact you in the future and that this may include promotional material regarding upcoming events, special offers or general information. We will never use your name and information for any other purpose nor provide it to any other party without your prior permission or where legally obliged to do so.

Additional Guests

Unless otherwise specified all accommodation and packages rates quoted are based on double occupancy. Please contact our Reservations Team regarding rates for additional guests.

Smoking

We do not permit smoking within our guest rooms and smoking within enclosed public areas is against the law in NSW; there are ample outdoor areas throughout the property where smoking is permitted. A sanitisation fee of one additional night's accommodation or package fee will be charged where smoking occurs within a guest room.

Group Bookings

If guests requiring ten or more rooms are travelling together, we request notification in advance so that we can assist our guests to check-in in the best possible manner. We like to personally welcome all group members and to provide the utmost and friendly and personal service. We welcome the opportunity to assist your party with advice on local activities, events, and entertainment.

Environmental Policy

We constantly challenge ourselves to provide the right environment for our guests and team



members through the promotion of environmental awareness. We train our team members to incorporate good environmental practice in all aspects by periodically reviewing our practices, procedures, and objectives

Disputes and Claims

Any controversy, dispute or claim arising out of or in connection with these hotel policies shall come under the jurisdiction of most competent courts of New South Wales.

Changes to Hotel Policies

These Hotel Policies are subject to change without notice – latest update June 2020.

