

Beach Hotel Resort Byron Bay – Terms & Conditions



1. Acceptance of Terms

By making a reservation at the Beach Hotel Resort, you agree to these Terms and Conditions in full. It is your responsibility to read and understand them at the time of booking. These Terms apply to all guests and visitors and form part of your agreement with us.

2. Reservations and Quotes

Bookings can be made via our website or by calling us on +61 (02) 6685 6402. All reservations are subject to availability and prices shown at the time of booking. Verbal quotes are estimates only and must be confirmed in writing. Quotes are valid at the time of enquiry only.

3. Rates

All rates are in Australian dollars (AUD), inclusive of GST, and may change without notice. Rates are based on double occupancy and do not include meals unless stated otherwise.

4. Payment Terms

- Standard bookings: Full payment due 7 days before arrival
- Peak periods (Dec–Jan, Easter): Full payment due 30 days before arrival

Payment can be made via Amex, Visa, or Mastercard (1% surcharge applies, non-refundable). You'll receive a payment reminder prior to the due date. Failure to pay on time may result in cancellation.

A \$100 credit card pre-authorisation is taken at check-in. This is a temporary hold and not a charge. It will be released after check-out, provided no additional charges apply. Please allow up to 7–14 business days for your bank to release these funds.

If a guest is unable to provide a physical credit card for pre-authorisation or is unable to provide the card details required to process the pre-authorisation (for example, where the guest can only tap their card), a \$200 security hold will instead be required. The \$200 hold is a temporary hold and not a charge and will be released after check-out, provided no additional charges apply. Please allow up to 7–14 business days for your bank to release these funds.

In cases of damage, excessive cleaning, missing items, unpaid incidentals, or other charges arising from a breach of these Terms and Conditions, the relevant security hold may be retained or used to recover amounts owing. Any additional amount owing beyond the security hold remains payable by the guest.

5. Cancellation Policy

- Standard bookings: Cancel up to 7 days before arrival – no charge. Within 7 days or no-show – 100% charged.
- Peak bookings: Cancel up to 30 days before arrival – no charge. Within 30 days or no-show – 100% charged.

COVID Exception: If affected by official COVID-19 restrictions or isolation and within the non-refundable window, we may offer a credit or rebooking upon valid proof (e.g. positive test).

6. Group Bookings

Bookings of 6 rooms or more require a 50% deposit at the time of booking, with the balance due 30 days prior to arrival. Cancellations within 30 days are non-refundable.

7. Room Capacity & Extra Guests

Rates are based on 2 guests per room. Max occupancy:

- Classic Poolside / Balcony / Pacific King / Superior rooms – 3 guests
- Loft Suite – 5 guests
- Penthouse Suite – strictly 2 adults only

Extra adult: \$60/night | Children (2–12): \$30/night

No external bedding allowed. Exceeding occupancy may result in eviction without refund.

8. Children and Bedding

Children must be accompanied by a parent or guardian. Ensure your room suits your group size. Additional person charges apply.

9. ID and Credit Card Verification

Guests must present valid photo identification and the credit card used for booking upon check-in. Failure to provide these may result in refusal of accommodation without refund.

Minimum Age

Guests must be 21+ years of age to book. We do not accept Schoolies bookings. Proof of age may be requested during peak periods (e.g. NYE).

10. Check-In / Check-Out

- Check-in: **2:00 PM** – 10:00 PM (reception via Bay Lane)
After-hours: Access provided by night security. Reception formalities can be completed the next morning from 7:00 AM
- Early check-in: subject to availability – call ahead
- Check-out: **10:30 AM**
Luggage storage and use of facilities after check-out may be available – ask reception.
- Late check-out: subject to availability & fees *may* apply (speak to the receptionist on duty **on day of check-out**; late check-outs **cannot** be organised prior to day of check-out)
12:00 PM check-out: \$100
2:00 PM check-out: \$250
After 2:00 PM check-out: Full night stay with 10% discount

11. Guest Responsibilities

You agree to cover costs (as determined by management based on the circumstances) for:

- Damages or breakages
- Missing items
- Excessive cleaning (\$250)
- Lost keys (\$50 each)
- Unpaid incidentals
- Any disruption to other guests or staff (up to \$1000 in revenue-loss fees)

Noise & Visitors

Visitors must present at reception and are permitted until 8:00 PM. No visitors in the pool area. Quiet hours start at 10:00 PM. No parties or group gatherings are allowed in rooms. Management may evict guests or visitors for excessive noise, damage, or disruptive behaviour—no refunds apply.

Smoking

Smoking is prohibited inside rooms, balconies, and shared areas. A \$250 fee applies for non-compliance. Designated smoking area is located off-site on Bay Lane.

Pets

Pets are not permitted. A \$250 cleaning fee applies if evidence of pets is found. You may also be asked to vacate the property immediately without refund.

12. Venue Access & Evictions

If a guest is refused entry to the Beach Hotel (pub) due to intoxication, misconduct, or RSA enforcement, this decision cannot be overturned by resort staff. In such cases, guests may also be removed from the Resort with no refund or alternate accommodation provided.

13. Right to Refuse or Evict

We may refuse service or evict guests who:

- Breach resort policies
- Are aggressive or abusive
- Endanger staff, guests, or property

No refunds will be issued in these circumstances. No refunds are provided for early departure.

14. Force Majeure

We are not responsible for disruptions beyond our control, including weather events, public disturbances, power outages, or natural disasters.

15. Liability

Guests acknowledge that the Beach Hotel Resort is not liable for any loss, damage, illness, injury, or death sustained while on or near the property, including in relation to personal items or vehicles.

16. Privacy

We handle your personal data in accordance with the Australian Privacy Act 1988. Your information is used solely to manage your booking and is never shared unless required by law.

17. Governing Law

Your booking and stay are governed by the laws of New South Wales. You agree to submit to the jurisdiction of NSW courts.

18. Website Accuracy

We make every effort to ensure information on our website is correct but reserve the right to make changes without notice.



We hope you enjoy your stay at the Beach Hotel Resort, Byron Bay!