



Best Western Swan Hill Resort Accommodation & Packages Terms and Conditions

Management & Staff are delighted that you have found a Best Western Swan Hill Resort Package for your next visit to Swan Hill and encourage you to read the following terms and conditions (the "Best Western Swan Hill Resort Package Terms and Conditions") carefully:

General Package Rules & Regulations:

STAY PAY PROGRAMS & WEEKENDER RATES

All stay pay programs and weekender rates are based on **Un-serviced accommodation**. Daily maid service, is available at an additional cost of \$25 per day. Full payment of these packages is required to secure reservation. **NO REFUNDS**. Package is based on use over consecutive nights only. Limited number of Suites/Apartments available at any one time. No frequent Flyer points or Fly Buys points are available on use of these discounted products.

- These Best Western Swan Hill Resort Package Terms and Conditions, shall constitute the entire understanding between you and Best Western Swan Hill Resort relating to your Package. Best Western Swan Hill Resort may amend the Best Western Swan Hill Resort Package Terms and Conditions at any time without prior notice. If we do amend the Best Western Swan Hill Resort Package Terms and Conditions, the amended terms will be effective when posted on this Site. Please note that the terms and conditions, including change and cancellation policies stated below, may be more restrictive than, and take precedence over, any conflicting policies, terms and conditions otherwise applicable to any individual travel product included in the package.
- Prices displayed are in AUSTRALIAN Dollars.
- Your credit card will be charged for the full amount of your Best Western Swan Hill Resort Package at the time of booking. You may have separate credit card charges for each purchase whilst a guest of Best Western Swan Hill Resort which will be debited to your room account. No aspect of the package is guaranteed (including price, availability or dates of arrival/departure) until full payment is received. **PAYMENT CONSTITUTES FINAL ACCEPTANCE OF THESE Best Western Swan Hill Resort Package Terms and Conditions.**
- Packages are **SUBJECT TO AVAILABILITY**. There are times where, due to heavy demand, packages may either be not available or the allotted number of suites on packages have been fully taken up. Packages may or may not be available over peak occupancy periods such as Easter and other times throughout any one year. Packages are available on the basis of 'First in, first served'
- A government-issued photo ID, (Drivers License or Passport), is required upon check-in at Best Western Swan Hill Resort.
- Best Western Swan Hill Resort reserves the right to correct an error in any advertised price prior to your departure.
- Any claims that you may have with regard to the goods and services purchased or reserved through this Site must be addressed to the Best Western Swan Hill Resort, as a separate issue.
- Frequent traveller points will not be available for any component of any Best Western Swan Hill Resort package.
- Once your package is booked, your reservations cannot be transferred or changed to another name.



Pricing, GST and Fees:

- Prices and availability are valid only in conjunction with a package in its entirety and do not apply to any single component thereof. Best Western Swan Hill Resort will not provide you with a breakdown of the cost for each individual component of your purchase if the total package charge has been billed as one amount on your credit card.
- Best Western Swan Hill Resort Package prices include GST and any applicable service fee components of your package.
- Best Western Swan Hill Resort Package prices quoted do not include liability or travel insurance, personal accident insurance, personal effects protection, incidental room charges at the hotel (such as telephone access, in-room movies, mini bar, internet charges and any applicable increases in service fees and taxes).

Payment

- Payment in full must be made with a credit / debit card at the time of booking your reservation.
- You authorize Best Western Swan Hill Resort to charge the credit card that you provide for the total amount of purchase.
- As an intending guest of the Best Western Swan Hill Resort, you will be required to present a valid credit card at the time of check-in, to provide confirmation of authorized card use or to secure any additional charges. Upon check-in, your card will be validated with a pre-approval confirmation to ensure, a: validity and b: available funds are sufficient to cover accommodation costs. Should a credit / debit card not be available, a deposit no less than \$500.00 is required on check-in to cover all costs. Any remaining deposit will be returned upon room inspection and checkout.
- The cardholder must be a guest listed on the reservation.

Changes and Cancellations:

- In the event where you need to change or cancel your Best Western Swan Hill Resort Package booking, you must call Best Western Swan Hill Resort to do so. Refer to our 'Contact Us' section for contact information.

Changes:

- All changes are subject to availability and limitations and restrictions of the time and room availability at the time of requirement. Availability may be very limited during peak occupancy periods.
- Some packages may not be able to be changed due to availability or time restraints.
- The hotel property cannot be changed, although room category changes may be permissible. Best Western Swan Hill Resort reserves the right to move your booking to the next available Best Western property or other accommodation venue or venues in Swan Hill should the hotel not be able to accommodate as a result of unforeseen circumstances.
- You will have to pay the following change fees if you make any changes to your Best Western Swan Hill Resort Package:
 - \$25 change fee per package
 - any increase in price resulting from a change
- All change fees must be paid for with the original form of payment.
- Once you are within 24 hours of day of arrival, no changes can be made. No refunds are available and no refunds made on an early checkout.
- Once you have checked-in, changes can be made however fees are applicable.



Cancellations:

- Best Western Swan Hill Resort Packages are non-refundable, if the cancellation is made less than seven, (7), days out from the day of arrival. Once date of arrival is within seven, (7) days or less, no refund on cancellation is available.
- A service fee of \$40 will be incurred as a result of cancellation.
- If the cancellation is made seven, (7), days prior to arrival, Best Western Swan Hill Resort Packages may be exchanged for accommodation or be altered to another date of arrival within 3 months of the original date of arrival, if the Package is still available at that time. Any increases in tariff will be an additional cost which is required to be paid to secure the booking. Further charges may be incurred on variance of room type booked.
- You may only cancel your entire Best Western Swan Hill Resort Package and not any individual component.
- No refund will be given for unused or partially used package components.
- Departure date is defined as starting at 12:01am Eastern standard or Eastern Summer Time on the day you have designated to depart the resort and /or the completion of the reserved package, without your prior advice of intent to extend your stay. Purchase of travel insurance may help you to avoid or recover certain change and cancellation fees. Best Western Swan Hill Resort recommends purchasing travel insurance and for the added protection and assistance you need to handle travel complications, such as trip cancellation due to medical emergencies, strikes, or natural disasters; lost baggage; or a travel delay.

Accommodation:

Unless otherwise indicated, Best Western Swan Hill Resort's rates are per person based on double occupancy. Charges for additional guests may apply and will be debited directly to your room account, if applicable.

- You are responsible for any incidental charges incurred at Best Western Swan Hill Resort during the course of your stay, including, but not limited to charges for telephone access, in-room internet use, mini bar, room service, and dining in Palms Restaurant.
- You must be at least 21 years old to check-in to the Best Western Swan Hill Resort.
- Please read the detailed description of the hotel for other hotel policies applicable to your stay.
- Hotel photos are representative only and do not necessarily depict the actual room in which guests will be accommodated.
- All hotel imposed cancellation fees will apply to package cancellations or changes.

Responsibility

Best Western Swan Hill Resort accepts reservations in good faith and in-turn provides all services and facilities, some in conjunction with third-party vendors for tour and wellness package and food and beverage services, etc. By using this site, the customer waives any claim against Best Western Swan Hill Resort, its subsidiaries or affiliates, and any of such party's officers, directors, agents, contractors, or employees, and expressly agrees that neither Best Western Swan Hill Resort nor any of its subsidiaries, affiliates, officers, directors, agents, contractors or employees, shall be held liable for a) any loss of or damage to property or injury to any person caused by reason of any defect, negligence, or other wrongful act of omission of, or any failure of performance of any kind by any other transportation company, vendor, or supplier; b) any inconvenience, loss of enjoyment, mental distress or other similar matter; c) any delayed departure, missed connections, substitutions of accommodations, terminations of service, or changes in fares and rates; d) any cancellation or double booking of reservations or tickets beyond the reasonable control of Best Western Swan Hill Resort; and e) any claim of any nature arising out of or in connection with air or other transportation, services, or other features performed or occurring in connection with any package component.