

TERMS AND CONDITIONS

RIALTO SUITES BOUTIQUE HOTEL

44 HIGH STREET, FREMANTLE

Check-In Procedure

The registered Guest must provide ID and Credit card upon arrival. All details must match the name provided on the reservation. All guests under the age of 18 must be accompanied by a parent or guardian. The **RIALTO SUITES** Hotel does not accept responsibility or provide supervision for any underage guests. The property has the right to refuse any booking when the legal parent/guardian over 18 cannot produce current photo ID.

Credit Card Payment

Credit cards may be surcharged at 1.0% per transaction. Payment must be made upon arrival (excluding pre-paid bookings) and a credit card must be in the same name on the reservation with matching ID to be scanned. All credit card information will be removed from our system 5 days after the guests have departed.

No Party Policy

We have a strict NO PARTY POLICY. The number of guests gathered in the apartment overnight (i.e., after 10pm) must not exceed the sleeping capacity of the apartment. All un-registered guests must vacate the property, by no later than 10pm at the very latest. After 11pm all un-registered guests will be considered trespassers. Noise must be always kept to a minimum level, especially after 10pm 7 days a week. If any noise complaints are received from the neighbouring residents, you will be asked to leave the premises immediately. In the circumstance of a noise complaint, The **RIALTO SUITES** have the right to inspect the room by entering the registered room. Your accommodation tariff will not be refunded. Your security deposit may not be refunded.

Pets

Pets are not permitted on the premises at any time and under any circumstances.

Loss and Damage

The registered guest will be held financially responsible for any loss or damage to property caused during his/her stay.

Force Majeure

Neither Party shall be liable for failure of or delay in performing obligations set forth in this Agreement, and neither shall be deemed in breach of its obligations, if such failure or delay is due to natural disasters or any causes beyond the reasonable control of either Party.

Security Deposit Condition

A pre-authorisation amount of \$100 may be charged at check in. If a credit card cannot be provided, a \$200 cash bond may be required. **RIALTO SUITES** has the right to request a higher deposit amount at their discretion. Refund of the security deposit is subject to inspection of the apartment upon departure and the return of all keys. The guest will automatically forfeit the security deposit if any item is stolen, damaged or removed from the premises, or if there is any damage caused to The **RIALTO SUITES** Hotel property by the guest or anyone invited onto the property by the guest (this includes all items and structures inside the apartment and all external and communal areas on The **RIALTO SUITES** Hotel property) or if the guest breaches the above 'No Party' policy and refuses to leave the premises.

Cancellation & Refund Policy

For **DIRECT** reservations, the reservation can be cancelled without penalty until 2pm, 15 days prior to your arrival date. Reservations made within 15 days of arrival are not refundable.

For all other reservations, the reservation can be cancelled without penalty until 2pm, 30 days prior to your arrival date.

In case of late cancellation or no-show, the equivalent of the first night's reservation value including taxes will be charged as penalty. It is not possible to cancel your reservation if you have booked a room which is indicated as Prepaid or Non Refundable.

Call-Out Fee

Reception hours are 9:00 am - 6:00 pm daily. Should our guests lock themselves out of the apartment, our Security Operator can be reached on +614 03 180 206 for afterhours assistance. A call-out fee of \$100 may apply.