

Wurrumiyanga Motel

Terms and Conditions

Effective Date: 16/01/2025

Welcome to Wurrumiyanga Motel. By making a reservation or staying with us, you agree to the following terms and conditions. Please read them carefully.

1. Reservations

- Reservations can be made online, by phone, or in person, and must be guaranteed with a valid credit card.
- All reservations are subject to availability.
- Rooms are suitable for singles or couples only. If a single mattress is required on the floor in one of the rooms, there will be an additional charge.
- For safety reasons, we also ask that you provide the names of all guests staying in the accommodation, which is important in emergencies such as a fire or cyclone.

2. Check-in and Check-out

- Check-in time is from 2:00PM, and keys are to be collected from Reception at TIRC Office before 4pm, if you need the keys before or after this time, please let us know in advance to make arrangements.
- Check-out time is 10:00AM, and keys are to be returned to the Receptionist at TIRC Office or placed in the key drop box located at the office.
- Late check-out may be available upon request but is not guaranteed and will incur additional charges.

3. Payment

- Payment is due prior to check-in.
- Payment can be made by either Debit or Credit Card or by Purchase Order (if you hold an active account with TIRC).

- Please note a service charge of 3% will be charged on all card transactions.

4. Cancellations and Modifications

- Cancellations must be made 48 hours before the scheduled check-in to avoid a cancellation fee.
- Modifications to your reservation must also be made within the specified timeframe and are subject to availability.

5. Refunds

At Wurrumiyanga Motel, we aim to provide our guests with a comfortable and enjoyable stay. However, we understand that circumstances may change, leading to the need for a refund. Please review our refund policy below:

Refund Eligibility:

- Refunds are available for cancellations made within the cancellation policy period.
- Refunds for accidental double bookings will be processed without penalty if reported within 24 hours.

No-Show Policy:

- Guests who do not arrive on the scheduled check-in date and do not provide prior notice will be charged the full amount of the reservation.

Refund Process:

- Refund requests must be submitted via email or phone within 7 days of cancellation for processing.
- Refunds will be issued to the original payment method and may take up to 7-10 business days to reflect in the account.

Special Circumstances:

- In case of emergencies or unforeseen circumstances (e.g., natural disasters), please contact management for possible exceptions to the policy. 6.

Policy Updates:

- This policy is subject to change. Guests will be notified of any significant changes at the time of booking.

6. Guest Conduct

- Guests are expected to conduct themselves in a manner that does not disturb other guests.
- We reserve the right to refuse service or evict guests who violate our policies or engage in illegal activities.

7. Pet Policy

- Pets are not allowed, except for service animals as defined by law.

8. Liability

- Wurrumiyanga Motel is not responsible for any loss, theft, or damage to personal belongings. Guests are encouraged to secure their valuables.

9. Damages

- Guests are responsible for any damages incurred during their stay and will be charged accordingly.

10. Privacy Policy

At Wurrumiyanga Motel, we are committed to protecting your privacy and ensuring your personal information is handled with care. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you stay with us, visit our website, or interact with our services.

Information We Collect

We may collect the following types of information:

Personal Information:

This includes your name, contact details, payment information, and any other information you provide to us when making a reservation, checking in, or during your stay.

Non-Personal Information:

We may collect non-personal information about your activity on our website or at our motel, such as IP addresses, browser types, pages visited, and timestamps.

How We Use Your Information

We use your information for the following purposes:

- To process your reservations and payments
- To communicate with you regarding your stay
- To improve our services and ensure a better experience
- To fulfill legal or regulatory obligations.

Sharing Your Information

We do not sell or rent your personal information to third parties. We may share your information in the following circumstances:

Service Providers:

We may share your information with third-party service providers who assist us in operating our motel and providing services to you.

Legal Obligations:

We may disclose your information if required by law or to protect our rights and safety.

Security of Your Information

We take appropriate measures to protect your personal information from unauthorized access, theft, or misuse. We employ industry-standard security protocols to safeguard your data.

Your Rights

You have certain rights regarding your personal information, including:

- The right to access your personal information
- The right to request corrections to your information
- The right to request the deletion of your information, subject to certain exceptions

To exercise these rights, please contact us on our [Contact Us](#) form.

Cookies and Online Tracking

Our website may use cookies and similar technologies to enhance your experience. You can manage the use of cookies through your browser settings. However, disabling cookies may affect the functionality of our website.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the updated policy on our website. We encourage you to review this Privacy Policy periodically to stay informed about our practices.

11. Changes to Terms

- We reserve the right to modify these terms and conditions at any time. Changes will be posted on our website.

12. Governing Law

- These terms and conditions are governed by the laws of Northern Territory, Australia.

13. Contact Us

If you have any questions or concerns regarding these terms and conditions, please contact us at: (08) 8970 9500 or email: accommodation@tiwiislands.nt.gov.au

Thank you for choosing Wurrumiyanga Motel. We look forward to serving you!