

## **Terms & Conditions**

### **Bookings**

1. The Jack Backpackers only accepts booking with a valid international passport and credit card and will be required upon check-in.
2. The Jack Backpackers is unsuitable for persons under the age of 18. Bookings made by any guests under the age of 18 will not be confirmed.
3. Bookings made through a third party websites must be amended or cancelled through the same third party websites.
4. Group bookings must be made by contacting the Reservations team directly.
5. Reservations are not required. Customers may make bookings on arrival however the Hostel cannot guarantee the availability of rooms or other facilities for such bookings.
6. Customers may extend their stay subject to availability; rates are subject to change. The Jack Backpackers will use all reasonable endeavours to accommodate such requests.
7. The Jack Backpackers is a licensed venue until 2am. Entertainment can be heard in the beer garden from 6pm until 2am.

### **Payment & Cancellation**

1. Customers shall pay all sums due upon checking-in at the Hostel including a \$20 key deposit per guest. The deposit will be held for the duration of the stay to cover damages to the Hostel, lost keys and cleaning costs.
2. All rates are subject to change.
3. Guest cancelling more than 48 hours prior to 2pm on the scheduled date of arrival will not be charged for cancellation fees. Any payments excluding deposits made will be refunded.
4. Guests cancelling within 48 hours prior to 2pm on the scheduled date of arrival will incur a cancellation fee equal to 2 night's accommodation for each bed booked at the quoted rate.
5. Failure to arrive at the Hostel on the scheduled date will result in the charge of a No Show fee equal to 2 night's accommodation for each bed booked at the quoted rate. This will be charged to the credit supplied at time of booking. The remainder of your booking will be cancelled.

### **Check in & Check out**

1. Check-in time at the Hostel is at 2pm, should guests arrive prior to this, luggage storage is available.
2. Check-out time at the Hostel is 11am. At this time guests are required to bring their sheets, room key and all personal belongings to reception. If no damages or further charges apply, the guest will be refunded their \$20 deposit.
3. Failure to check-out by 10am may result in the Customer being charged for an additional night's accommodation at the standard applicable Rate or the deposit being absorbed.

## **House Rules**

A comprehensive list of House Rules is available at time of check in. This is inclusive of but not limited to:

- Room Keys are to be shown to gain access to hostel after 10pm. Strictly no visitors are permitted after this time. Loss of room key incurs an AU\$20.00 charge.
- Noise; We ask that you respect other guest's by limiting the amount of noise after 10.00pm. No more alcohol & social gathering are permitted in the Hostel premises after 10pm.
- Smoking; The rooms and common areas within the Hostel are non-smoking – please use designated outdoor areas. If you set off a fire alarm and the fire brigade attends you will be fined. Tampering with fire equipment including extinguishers and fire hoses may result in you being asked to leave the premises.
- Belongings; We do not hold any responsibility for the safekeeping of your personal property in or around the premises. This includes all private and public areas. Rooms have lockers.
- Storage Lockers / Luggage Room; Luggage is left at owners' risk.
- Any person deemed a risk to themselves or other guests will be removed.
- Any form of abuse towards any staff member or other guest will not be tolerated and you will be evicted from the premises.
- Eviction is at the management's discretion and includes but is not limited to the above rules. Guests who choose not to follow the above House Rules will be asked to leave the premises with no refund.
- Customers are required to conduct themselves in a reasonable and responsible manner at all times when on Hostel property and must not act in any way which may disturb other guests. Failure to adhere to this requirement may result in a Customer being asked to leave the Hostel without refund.