



2019 Conference - Accommodation Terms and Conditions and Cancellation Policy

ACCOMMODATION ROOM OCCUPANCY

Rooms accommodate a maximum of either two (2) adults and two (2) children or three (3) adults. Please note at minimum one (1) adult must be staying in each accommodation room for the duration of the stay.

A Superior Deluxe or Executive Deluxe room bedding configuration comprises of either a king bed or two double beds and is subject to availability and on a request basis only, and therefore not guaranteed.

BREAKFAST RATE

Full buffet breakfast is served in Harvest at \$34.90 per person. Breakfast is also available via room service (full price)

CAR PARK

There are 5,000 under cover car parking spaces on site. Self-parking is complimentary. Valet parking is available at \$40 per day, but is subject to change.

CHECK-IN/OUT TIME

Check-in time is 2:00pm, and check-out is 11:00am. All guests arriving before 2:00pm will be accommodated as rooms become available. Concierge can arrange to store luggage for those guests arriving early when rooms are unavailable.

CREDIT CARD AUTHORISATION

Upon check-in guests will be requested to provide a credit card for pre-authorisation of \$100 for incidental charges incurred during their stay. Alternatively, a \$200 refundable cash or EFTPOS bond will be required.

For a third party individual (non guest) to pay for a room a credit card authorisation form must be completed.

EXECUTIVE FLOOR PRIVILEGES

Includes VIP express check-in, pressing of two garments upon arrival, complimentary continental breakfast, refreshments, drinks and canapés (served between 4.30pm and 6.00pm), use of the business centre facilities, evening turn down and room refresh, valet parking and access to The Star Fitness Centre. **Guests must be over 18 years to enter the Executive Lounge after 4.30pm. The Star Gold Coast practices the responsible service of alcohol.

QUEENSLAND SMOKING LEGISLATION

All guests are obliged to respect the smoking-free and smoking permitted areas as designated, as well as direction from any The Star Gold Coast team member regarding these areas while on the premises. Under Queensland legislation, on-the-spot fines apply to any patron smoking in a designated smoke-free area.

SURETY

Upon check-in you will be requested to provide a credit card for pre-authorisation for incidental charges incurred during your stay. The \$100 pre-authorisation will be released by your financial institution 7-10 business days after check-out. Alternatively, a \$200 refundable cash or EFTPOS bond will be required.

CANCELLATION POLICY

CANCELLATION POLICY WILL BE STRICTLY ENFORCED. BY RETURNING THIS BOOKING FORM YOU ARE AGREEING TO THE FOLLOWING TERMS:-

Up to 31 days prior to check-in: All cancellations or reductions in room nights will incur a charge equal to 1 night's accommodation per booking cancelled.

On or within 30 days prior
to check-in:
No shows:

Cancellations or reductions in room nights will incur a 100% charge equivalent to the full duration of the booking.
Any no show rooms will be charged at 100% for the duration of the booking.



2019 Conference - Third Party Credit Card Authorisation

Please complete and return to Australian Childcare Alliance Queensland (ACA Qld)
PO Box 137, Springwood Qld 4127 F: 07 3808 2466 E: qld.conference@childcarealliance.org.au

Please confirm the last four digits and expiry date of your credit card - The Star Gold Coast reservations team will contact you on the phone number provided to receive the full credit card details.

Please note, your credit card will not be charged until check out.

I authorise The Star Gold Coast to charge our company credit card / my personal credit card for the following guests:

- ROOM ONLY CHARGES
- ROOM and INCIDENTALS CHARGES
- ROOM and BREAKFAST CHARGES
- ALL CHARGES
- OTHER (PLEASE SPECIFY) _____

| GUEST NAME/ACCOUNT NAME | CONFIRMATION NUMBER (if known) | ARRIVAL/DEPARTURE DATES |
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Credit card type VISA MasterCard Diners Amex

Last four digits of credit card number / / /

Expiry date CVC

Name on card

Company Name

Telephone Number

Billing Address

Email Address

Signature Date

A credit card service fee of 1% will apply to all credit card transactions, including the "credit" option on a debit card. This will also include any items charged back to the room account, such as restaurant charges.