



Point Samson Resort

Terms & Conditions of Stay

Acceptance of Terms

Acceptance of these Terms & Conditions (T&Cs), including payment of any deposit or advance payment, constitutes acknowledgement and agreement to be bound by the Point Samson Resort (PSR) Terms & Conditions.

Rates and Booking Details

The rate charged is based on the information provided at the time of booking, including accommodation type, number of guests, bedding configuration, and duration of stay. Any changes to these details may result in an adjustment to the applicable rate.

Where applicable, any difference in rates resulting from changes to a reservation must be paid at the time the change is made.

Third-Party Bookings

Point Samson Resort does not accept liability or responsibility for bookings made through third-party providers, including but not limited to tour operators, online booking platforms, or travel agencies. Any enquiries, changes, or complaints relating to third-party bookings must be directed to the relevant provider.

Guest Conduct and Compliance

When a guest registers, checks in, or when any invitee or visitor of a guest enters the property or uses resort facilities, they are deemed to have read, understood, and agreed to be bound by these Terms & Conditions.

Failure to comply with these Terms & Conditions may result in management refusing service, amending or cancelling the booking, applying additional charges, or terminating the occupancy without refund.

Guests agree to ensure that all occupants and visitors treat the property, facilities, furnishings, and fittings with reasonable care and do not cause nuisance, disturbance, or inconvenience to other guests or neighbouring properties.

Booking Policy – General

These Terms & Conditions are intended to ensure the comfort, safety, and enjoyment of all guests while staying at Point Samson Resort. They should be read carefully prior to making a booking. By confirming a reservation with us, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.

1. Check-In & Check-Out

These times are strictly;

- Check-in: From 2:00 pm
- Check-out: By 10:00 am

Please respect staff if we are unable to comply with your request to check in early or have a late check out.

All guests must check in at reception and provide valid photo identification and current contact details.

2. Guest Registration & Responsibility

The registered guest is responsible for:

- All occupants of the room
- Any visitors associated with their booking
- Compliance with these Terms & Conditions

The registered guest accepts liability for any loss, damage, theft, excessive cleaning, or breaches of these Terms & Conditions caused by themselves, occupants, or visitors.

3. Security Bond, Charges & Authorisation

A \$200 security bond will be charged within 2 days prior to arrival.

The bond may be used to cover:

- Damage to rooms or resort property
- Missing or stolen items
- Excessive or specialist cleaning
- Smoking or vaping breaches
- Unauthorised occupants or visitors
- Lost keys or lockouts
- Any breach of these Terms & Conditions

Rooms must be left in a clean and reasonable condition. Extra cleaning charge will be determined by the mess left.

If costs exceed the bond amount, the guest authorises Point Samson Resort to charge the remaining balance to the credit card provided at booking.

4. Key Loss & Lockout Charges

Guests are responsible for all room keys issued to them.

- Lost, damaged, or unreturned keys will incur a \$100 replacement fee per key
- Where rekeying or lock replacement is required, all associated costs will be charged to the guest
- After-hours lockouts may incur a call-out fee

If a key is taken off-site or home by mistake, it is the guest's responsibility to return the key to Point Samson Resort as soon as possible and provide proof of return to staff. Failure to do so will result in the \$100 replacement fee being charged.

Returned keys can be sent to:

Point Samson Resort
PO Box 301
Wickham WA 6720

Charges will be deducted from the bond or charged to the credit card on file.

5. Behaviour, Noise & Conduct

Guests are expected to behave respectfully at all times.

- Excessive noise is not permitted
- All noise must cease by 10:00 pm
- Guests must respect other guests and neighbouring properties

Management reserves the right to take action, including eviction without refund, for disruptive, unsafe, or inappropriate behaviour.

6. Occupancy & Bedding Configuration

Room occupancy limits must be adhered to at all times.

- Queen Rooms:
Queen Rooms are smaller and have a maximum occupancy of 2 people only. If you prefer more space, we strongly recommend upgrading to a King Room.
- King Rooms:
Some King Rooms can accommodate one additional single bed, allowing a maximum occupancy of up to 3 guests. Requests for extra beds must be made at the time of booking and are subject to availability.
- Family Rooms:
 - One family room accommodates up to 5 guests
 - One family room accommodates up to 4 guests

Guests **MUST** state the number of occupants at the time of booking. This information is required for safety purposes, including evacuation procedures.

Please note that some rooms have steps or a step. If you have mobility concerns or accessibility requirements, please contact Point Samson Resort directly prior to booking so staff can advise the most suitable room.

Unauthorised additional occupants may result in additional charges or eviction without refund.

7. Visitors

Visitors of registered guests are the responsibility of the registered guest at all times.

All visitors must vacate the premises by 8:00 pm.

Visitors must not cause disruption, excessive noise, or inconvenience to other guests. Management may request any visitor to leave immediately if these conditions are breached.

8. Children

All guests under the age of 16 must be accompanied by a parent/guardian.

Parents or guardians accept full responsibility for the safety and behaviour of children while on the property, including guest rooms, common areas, and resort facilities.

Children under 12 must be supervised at the swimming pool at all times. Any child found in the pool area without a responsible adult will be asked to vacate the pool area.

9. Scooters, Bicycles & Ride-On Devices

For the comfort and safety of all guests, and to protect resort infrastructure:

- Scooters, bicycles, skateboards, ride-on toys, and similar wheeled devices are not permitted to be ridden within the resort grounds, including paved areas, pathways, car parks, and common areas.
- This applies at all times and includes children.
- These items may be stored in guest rooms or vehicles when not in use.

This policy is in place due to noise concerns, guest safety, and potential damage to paving and resort surfaces.

Management reserves the right to request immediate cessation of use and take further action for repeated breaches.

Wheelchairs, prams, and mobility scooters (gophers) are permitted.

10. Pool Conditions

Pool rules are displayed at the pool entrance.

There is no lifeguard on duty.

Pool use is for registered hotel guests only.

- Pool hours: Sunrise to sunset
- Proper swimwear must be worn
- No smoking or BYO alcohol in or around the pool area
- No glass, food, or drink permitted inside the pool gate
- Intoxicated persons are not permitted
- Pool furniture and sun loungers must not be moved
- Children under 12 must be supervised at all times

Allocated pool towels are the coloured towels provided in bathroom cupboards.

Guests wishing for visitors to use the pool must obtain prior approval from reception, or call the contact number displayed at the pool entrance if reception is closed.

Any person found using the pool outside designated hours will be required to vacate the property without refund.

Pool use is at guests' own risk.

11. Smoking & Vaping

Smoking of any substance or vaping is not permitted:

- Inside guest rooms
- In pool or common areas where prohibited

Cigarette disposal trays are provided around the resort. Guests are asked to respect the grounds and use these facilities to dispose of cigarette butts appropriately.

Breaches will result in additional cleaning and deodorising fees of \$100, which may be charged to the bond or credit card.

12. Room Condition, Cleaning & Servicing

Guests must leave rooms in a clean and reasonable condition upon departure. Where the condition of the room necessitates additional or specialist cleaning beyond standard departure servicing, cleaning fees will be applied accordingly.

Areas to be left clean and tidy include:

- BBQ facilities
- Kitchen areas, with dishes washed and put away
- Refrigerator emptied and cleaned
- Microwave wiped clean
- Rubbish removed and placed in external bins
- Excess dirt, sand, or mud removed from floors and walls

Additional cleaning fees may apply for, but are not limited to:

- Excess rubbish
- Spills, stains, or bodily fluids
- Odour contamination
- Unwashed dishes or significant cooking mess
- Fish, bait, or seafood residue

Linen Replacement Charges

Where linen is excessively soiled or damaged and requires replacement, the following charges will apply:

- King/Queen Sheets: \$50 per item
- Pillowcases: \$30 per item
- King Single/Single Bed Sheets: \$40 per item
- Pillowcases: \$20 per item

Specialist cleaning or contractor call-outs will be charged at cost.

Rooms are serviced on departure only, or weekly for long-term stays. Basic supplies are checked periodically and replenished at management's discretion.

Guests are requested to contact staff should any items require attention or replenishment during their stay on 0488 442 164

13. Fishing Waste

No fish, bait, or seafood waste is to be placed in resort bins. Please use boat ramp bins.

14. Pets & Service Animals

Point Samson Resort is a no pets permitted property.

Pets of any kind are not permitted in guest rooms, balconies, or resort grounds.

Certified service dogs are permitted only where:

- The dog is a genuine service animal recognised under Australian law
- Valid certification and identification can be provided on request
- The service dog remains under the handler's control at all times

Emotional support or therapy animals without appropriate certification are not permitted.

Guests remain responsible for any damage, disturbance, or additional cleaning caused by an approved service dog.

15. Safeguarding Personal Property

While reasonable care is taken, Point Samson Resort accepts no responsibility for loss, theft, or damage to personal property, including:

- Items left in rooms after departure
- Items left in public areas
- Vehicles, car park areas, boats, trailers, or their contents

It is the guest's responsibility to contact Point Samson Resort to make arrangements for any belongings left behind. Lost property will be held for up to 30 days, where practicable.

Guests stay at their own risk and are encouraged to hold appropriate travel and personal insurance.

Point Samson Resort have a number of strategically place CCTV Cameras throughout the property that are monitored and recorded to ensure a level of security is maintained. As a precaution we encourage all guests to ensure they keep their doors and windows closed and locked at all times.

16. Cancellation & Payment Policy

A valid credit card is required to secure all bookings.

A surcharge applies to credit card payments:

- 1.8% for Visa and Mastercard domestic card payments
- 3.9% for international card payments

- Full payment is required by 10:00 am, 2 days prior to arrival
- A valid credit card is required to secure all bookings
- If sufficient funds are not available, the guest will be contacted. If payment is not amended immediately, the booking may be cancelled without notice
- Bookings may be cancelled or modified up to 48 hours prior to check-in

Bookings made through third-party providers must be amended or cancelled directly with that provider.

No refunds apply for:

- Cancellations within 48 hours
- No-shows
- Late arrivals
- Early departures
- Evictions due to breach of terms

17. Acceptance of Terms

By making a booking, checking in, or entering the property, guests acknowledge and agree to comply with these Terms & Conditions.

18. Weather Events & Cyclones

Point Samson Resort is not responsible for weather-related events, including but not limited to cyclones, severe storms, flooding, extreme heat, road closures, transport disruptions, or travel delays.

No refunds apply where accommodation remains available, the resort is operational, and it is safe to occupy the premises, regardless of a guest's ability or decision to travel.

Guests are strongly encouraged to obtain comprehensive travel insurance to cover cancellations, interruptions, or losses arising from weather events or other circumstances beyond the resort's control.

Where Point Samson Resort is required to close, evacuate, or restrict access due to a government directive, emergency order, or safety concerns, affected guests will be offered a refund or credit at management's discretion.

Management reserves the right to amend, relocate, or cancel bookings where necessary to ensure guest safety.

Point Samson Resort has been built to cyclone codes with the Cyclone season running from November to April each year. Guests who are staying at Point Samson Resort during a declared cyclone MUST comply with all directions provided to them by Management.

19. Essential Services

- Point Samson Resort does not accept responsibility for the failure or interruption of utilities or essential services, including but not limited to electricity, water, gas, internet, or television services. While every reasonable effort will be made to notify the appropriate authorities and restore services as soon as practicable, no compensation or refund will be provided for any resulting inconvenience or loss of amenity.
- Where a faulty appliance or facility is reported, Point Samson Resort accepts no responsibility for any subsequent loss of amenity experienced by the guest while repairs or replacements are arranged.

20. Privacy

Point Samson Resort is committed to protecting the privacy and security of all personal information provided by guests. All personal details collected and retained are managed in accordance with Australian privacy legislation and will not be disclosed to third parties except as required by law.

Personal information may include, but is not limited to, a guest's name, address, telephone number, email address, and booking details.

- Information we collect

Point Samson Resort collects only the personal information reasonably required to manage bookings, process payments, and provide accommodation services. We do not create, use, or maintain customer profiles beyond what is necessary to conduct business.

– Use of Personal Information

Personal information is used solely for the purpose of managing accommodation bookings, processing payments, issuing booking confirmations, and communicating with guests regarding their stay, including any changes, cancellations, or service-related matters.

Website usage data may be collected for analytical purposes to improve our services and online experience.

- Disclosure of Information

Point Samson Resort does not disclose personal information to third parties except where required by law, or where necessary to protect the rights, property, or safety of the resort, its guests, or staff, including matters relating to fraud or security.

- Access to and Correction of Information

Guests may request access to, or correction of, their personal information at any time by contacting Point Samson Resort.

- Changes to Terms & Conditions

Point Samson Resort reserves the right to amend or update these Terms & Conditions at any time without prior notice. The most current version will apply to all bookings and stays.

- Disclaimer

All information published by Point Samson Resort is correct at the time of publication. The resort accepts no responsibility for any errors or omissions.

21. Termination of Stay

23. Termination of Stay

Point Samson Resort reserves the right to terminate a guest's reservation and occupancy without notice and without refund of any monies paid, in circumstances including, but not limited to, the following:

- Exceeding the maximum number of occupants stated on the reservation
- Physical or verbal abuse or assault toward staff, management, or other guests
- Causing damage to resort property or facilities
- Any incident requiring management to contact police or emergency services
- Behaviour that creates a risk to the safety or wellbeing of the guest, other guests, staff, or visitors
- Failure to comply with reasonable directions from management, including directions to reduce noise or disturbance
- Engaging in any illegal activity on the property
- Breach of the resort's smoking policy
- The guest or their visitors being intoxicated and/or displaying disorderly, aggressive, or disruptive behaviour

In such circumstances, Point Samson Resort may immediately terminate the stay, require the guest and their visitors to vacate the premises, and recover any costs associated with damage, cleaning, or loss of revenue.

22. Management Rights

Management reserves the right to add, alter or amend these Terms & Conditions at any time.

Management may refuse service, apply additional charges, or terminate occupancy for breaches of these Terms & Conditions.