

# Queenstown Mews

A Classic Holidays Resort



## Property Policies & Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

### Property Policies:

- Age Requirements - Be aware that the resort does have an 18 or older check in restriction. Failure to meet this will result in refusal of entry to the resort.
- Cancellation Policy - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Check In/Out Times - Your designated check in day is Thursday, Friday or Saturday. You can check into the resort starting at 4 pm. Check out is at 10:00 am. Check with the front desk staff if you need late check out, they may be able to accommodate. Be sure to have the confirmation number and ID, you will need to refer to it when speaking with the front desk.  
  
Checking in after 5:00 pm? - If you plan to arrive after 5:00 pm, please contact the resort in advance to make arrangements for checking into your unit. There is a late check in charge of \$100 AUD Cash or Credit accepted.
- Credit Cards - Yes, you will need a credit card at check for incidentals and other stuff. Please make sure you have it available with your confirmation number.
- Maximum Occupancy - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration or rooms for you, your family or friends.
- Parking - Yes, the property has complimentary parking for your vehicle. However, you are limited to one space per unit rented.
- Pets - Limited number of pet friendly units available, and conditions apply. Let us know if you plan to bring your fur baby along with you so we can confirm availability with the resort.

- Pool & Spa Towels
  - Pool towels are available for you. Please check with the front desk for the location.
- Security Deposit
  - The resort will hold a security deposit against your credit card at check in. The deposit is fully refundable at check-out as long as you didn't damage the room. A damage inspection of the room will be done, so if you find anything wrong with the room when you get there please make sure you contact the front desk and let them know. Don't get charged for someone else's damage.
- Smoking
  - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.

### Property Amenities | Hours of Operation:

- Front Desk Services
  - The front desk is opened Monday through Sunday from 9:00 am to 5:00 pm. Please note the front desk is closed on Friday and Saturday. Check with the front desk, during normal operating hours, to get additional contact point information for after-hours and during office closure.

### Other Interesting Stuff: