

Hotel Terms and Conditions

*All bookings must be confirmed with a credit card.

*A minimum bond of \$150 is taken by a pre-authorisation from a credit card of the person staying in the hotel for every room that is booked. This is to cover for minibar and any other incidentals.

*Guests need to have a credit card for a pre authorisation of the \$150 bond plus the room rate and current and valid photo ID of all adults in the room to be able to stay in the hotel.

*We accept Visa, Mastercard, Diners, AMEX and EFTPOS. We do not accept cheques.

*Management will make every attempt to book package components at the times requested, it may be necessary to schedule request for alternate times.

*Check in is from 2pm. Please advise us 24 hours in advance if you will be arriving after 9pm. To check in prior to 2pm please be advised there may be a charge, and it will only be granted dependant on availability.

*Check out is 10am. Later times may be organised on day prior to check out, dependant on availability and there may be a charge.

*It is the responsibility of guests to ensure the property Melton Entertainment Park is left in a clean, tidy acceptable state of repair, with all dishes washed and put away. Credit card details are kept with your reservation and management will automatically debit any amounts outstanding for:- mini bar, extra charges for cleaning, more guest staying, extra bedrooms/bedding being used, purchases or charges incurred for damage, theft, or loss. Extra cleaning charges will be incurred for confetti or similar.

*The property is situated in a quiet area and in the interests of your neighbours; your booking is accepted on the express condition that there is no disturbance after 9pm. No parties to be held on the property and there shall only be the guests whose names are on the registration form in the room from 10pm.

*It is the guests' responsibility to read all terms and conditions of their booking.

*If any key, lock, security device or other goods belonging to Melton Entertainment Park is lost, payment to repair/replace the item is the responsibility of the guest. Management will debit the credit card that was given to initially secure the booking.

*On check in all guests paying for accommodation will be required to provide proof of identity for security reasons. e.g drivers licence, passport in addition to a pre authorisation conducted on the guests credit card.



*Hotel rooms and all areas of the venue are non-smoking, including vaping. A re-sanitisation fee of \$250 will be charged to the signatory of the room if smoking has occurred in the room. Designated smoking areas are available at the front of the main hotel entrance and on the balcony at the end of the corridor on Level One next to room 128.

Cancellation Policy

Applies with confirmation of reservation

*Reservations cancelled less than 24 hours prior to check in or a “no show” will result in full payment of the first night’s accommodation being debited to the credit card given at time of reservation.

*During peak periods cancellations or postponements at any time in advance will result in the full amount payable being debited to the credit card given at time of reservation Subject to the owner being able to re-book the period concerned, administration fee applies.

*Reservations made as a result of a prize/donation cannot be postponed for another date. Cancellation will result in loss of eligibility and will attract a 50% administration fee of the full value of the prize/donation. Additional components the above policies apply.

*Reservations made through a booking agency will upon cancellation attract said booking agencies administration fee in addition to Melton Entertainment Park fees & charges.

Damaged or Missing Property

In the event that any property is damaged maliciously, or beyond normal wear and tear, or in the event that property belonging to Melton Entertainment Park is lost or taken during the course of booking, management reserves the right to charge the reasonable cost for repair or replacement of that property to the guest, and in that regard, the guest acknowledges that the charge may be debited from the credit card or charge facility used for payment of the booking.

Lost property is held for a term of 30 days. It is the responsibility of the guest to contact Melton Entertainment Park management to claim lost property. On request lost property will be returned COD via Australia Post.

Package Component/ Voucher /Gift Certificate Policy

*Package Components/Vouchers are subject to availability and must be redeemed with completion of a stay prior to expiry date.

*Package Components/Vouchers are not redeemable at Christmas, New Years, Easter and Public Holidays or Special Event Race Days.

*Package components/vouchers are quoted in Australian dollars.



*Only original package components/vouchers signed and validated can be redeemed.

*If cancellation occurs no refund or credit will be given.

*Validity of package components/vouchers cannot be extended.

*Package component/vouchers will not be issued until full payment is received.

*In the event that the product or service named in the package component/voucher is no longer available in the same format or at all, management reserves the right to substitute the product or service for a similar product or service to the same value as the original voucher.

*Melton Entertainment Park accepts no responsibility for personal injuries/accidents, or loss of belongings, while using the services of a third party.

*Gift certificate expiry date cannot be extended under any circumstances. Refunds will not be given. It is the responsibility of the recipient to book well in advance to secure the reservation prior to expiry date.

