



Scan QR Code above for Ocean Plaza Resort Compendium, this is a great tool to help plan your activities, find dining out options & familiarise yourself with the Resort.

Ocean Plaza Resort
72-80 Marine Parade, Coolangatta QLD 4225
reservations@oceanplazaresort.com.au
www.oceanplazaresort.com.au
Phone 07 5536 9999
Office Hours Subject to change without notice
Monday-Saturday 8am – 5pm
Sunday 8am – 2:30pm
Public Holidays 8am – 2pm

Booking Terms & Conditions

- 1.Age:** You must be at least 21 years of age to make a booking of any accommodation.
- 2.Changes to Bookings:** If you want to change any details of your booking, you must contact reservations team on 07 5536 9999 during office hours or email reservations@oceanplazaresort.com.au We will do our best to assist you but cannot guarantee that changes can be made.
For booking cancellations please refer to our cancellation policy.
We highly recommend travel insurance as Booking Terms & Conditions will be strictly adhered to.
- 3.Arrivals & Departures:** Check-in is from 4.00 pm & check out is by 9.00 am. Requests outside these times cannot be guaranteed and may incur fees.
- 4.Requirements upon Check-in:** You will be required to provide a credit card imprint at check-in to cover incidental charges (credit card must be valid and belong to the person who is registering).
The person registering at check-in must be at least 21 years of age.
In addition, to eliminate identity fraud, we will ask you to provide photo ID at check-in to ensure that your identity matches the booking identity. A record and/or copy of this photo ID may be retained to minimise the risk of fraudulent credit card usage and for verification purposes with your credit card provider in the event of a dispute.

Please note that Visa, Mastercard and Amex Credit Card payments will now incur a surcharge of 2.5% (GST Inclusive)
- 5.Non-Smoking:** Ocean Plaza Resort is a non-smoking building, and we ask that you refrain from smoking in your room or on balconies. Evidence of smoking will incur a cleaning fee payable by the guest.
- 6.Mid-Week Service:** A mid-week service is provided for bookings of 8 nights or more.
- 7.Schoolies:** Ocean Plaza Resort does not accept 'Schoolies' bookings. We do not have the policies, procedures, or resources to accommodate the unique needs of school leavers during the annual Schoolies Period. In particular, we do not have adequate resources to engage qualified security personnel to guarantee the safety, comfort and convenience of guests during this period. For this reason, we reserve the right to reject bookings from school and/or university leavers for the entire "schoolies" period.
- 8.No Party Policy:** Ocean Plaza Resort has a strict "No Party Policy",

Cancellation Policy

High Season:

A \$500.00 Non-refundable deposit (per apartment) will be required to confirm each booking.

Balance for each apartment must be made 30 days prior to arrival at the resort. Failure to make payment in full of the accommodation costs 30 days prior to your scheduled arrival date at the resort, will invoke an automatic cancellation of the booking and loss of deposit/pre-paid monies.

CANCELLATION: Bookings cancelled outside 30 days prior to arrival can transfer the deposit to another date "Subject to availability". Bookings cancelled within 30 days prior to scheduled arrival will forfeit 100% of accommodation.

If you choose to vacate an apartment before the confirmed departure date, no refund will be given.

For all Group Bookings, all amendments and rooming lists must be received by Ocean Plaza Resort in writing at least 14 days prior to arrival. Amendments to confirmed bookings will not be permitted, accepted nor available within 14 days prior to confirmed scheduled arrival date at the resort.

NO SHOWS: If a guest does not check-in at the resort as booked, this will be deemed as a 'No Show' and all monies paid will be forfeited and charged 100% of the confirmed stay.

Low-Mid Season:

A \$200.00 Non-refundable deposit per apartment will be required to confirm each booking.

Balance for each apartment must be made 7 days prior to arrival, a Balance request letter will be emailed with our bank account details.

CANCELLATION: Bookings cancelled outside 7 days prior to arrival can transfer the deposit to another date "Subject to availability" Bookings cancelled 7 day prior to scheduled arrival will forfeit 100% of accommodation.

If you choose to vacate an apartment before the confirmed departure date, no refund will be given.

For all Group Bookings, all amendments and rooming lists must be received by Ocean Plaza Resort in writing at least 14 days prior to arrival. Amendments to confirmed bookings will not be permitted, accepted nor available within 14 days prior to confirmed scheduled arrival date at the resort.

NO SHOWS: If a guest does not check-in at the resort as booked/scheduled, this will be deemed as a 'No Show' and all monies paid will be forfeited and charged 100% of the confirmed stay.

Non-Refundable Bookings: No refunds apply for bookings made on a non-refundable rate.